

# West Ottawa Soccer Club



## Refund Policy

### General

- Refund requests must be made to [refunds@wosc.com](mailto:refunds@wosc.com). Refund requests sent in any other manner will not be processed.
- All refunds will be processed within four weeks of receiving the request.
- Refunds will be issued by the same method of payment used for registration.
- All refunds are subject to a \$25 administration fee.
- There are no refunds for assessment or evaluation sessions.
- Refunds are considered on a per player basis with regards to the \$400 threshold, details listed below.
- Exceptions require the approval of the General Manager.

### Refunds requested as a result of injury

- A player who sustains a season ending injury or illness, certified by a physician, will receive a prorated refund based on weeks remaining in the program (less administration fee of \$25).

**For all reasons other than season ending injuries supported by a physician's note, the following applies:**

### Refunds for Wee Warrior programs

- A full refund (less an administration fee of \$25) is given up until the third (3) session.
- Refund requests received after the third (3) session and until the mid-point of a program will receive a 50% refund (less an administration fee of \$25).
- No refunds will be issued after the mid-point of a program, except in the case of a season ending injury.

NOTE: For new WOSC Wee Warriors, there will be no administration fee charged.

## **Refunds for programs costing less than \$400**

- A full refund (less administration fee) is given up until two (2) weeks before the program starts.
- Refund requests received up to and including the third week of a program will receive a 50% refund (less administration fee of \$25) as long as the team jersey is returned. If the team jersey is not returned, there will be an additional fee of \$25.
- No refunds will be issued after the third week, except in the case of a season ending injury.

## **Refunds for programs costing more than \$400**

NOTE: This procedure will also be used when a participant is requesting a refund for multiple programs whose total is in excess of \$400.

- **U9 to U12:** A full refund (less administration fee of \$25) is given up until two (2) weeks before the program starts. Program start dates will be recognized as the date of the first fall/spring placement session.
- **U13 to U18:** A full refund (less administration fee of \$25) is given up until two (2) weeks before the program starts. Program start dates will be recognized as the date of the first fall/spring evaluation session.
- Refund requests received up to and including the sixth week will receive a 50% refund (less administration fee of \$25).
- No refunds will be issued after the sixth week, except in the case of a season ending injury.

## **Refunds for Adult Indoor Team Programs**

- A full refund (less administration fee of \$100) is given up until one week before the season/session starts.
- Refund requests received before the third game has been played will receive a 50% refund (less administration fee of \$100)
- No refunds will be issued after three (3) games have been played.