



REFUND OR FEE TRANSFER POLICY

SCOPE

This Policy provides information for registered players, parents or guardians who are thinking about asking for a refund or want to transfer the player registration fees they paid to the Ottawa TFC Soccer Club (OTFC).

1.0 INTRODUCTION

- 1.1 All individuals playing shall pay the required fees described under section 3.0.
- 1.2 Any registered player wishing to withdraw from a program or transfer their registration to a different OTFC program, before or during the same soccer season, has to inform the OTFC in writing and can seek a refund when applicable.

2.0 MAKING THE REQUEST

- 2.1 All refund requests must be made in writing by the registered player (if over 18), or the parent or guardian of the registered player (if under 18) and sent to the OTFC by email or letter. All supporting documentation must be included.
- 2.2 Emails requesting a refund from a *Competitive* Youth or Adult program or clinic should be sent to jessie@ottawatfc.com. Emails requesting a refund from a *Non-competitive* Youth or Adult program should be sent to admin@ottawatfc.com.
- 2.3 Letters can be dropped off in our locked mailbox at the Office front door or mailed via Canada Post. Our office is located at 2075 Trim Rd. Orleans, ON K4A 3R2.

3.0 WHAT FEES CAN BE REFUNDED

The required fees include: base registration, Competitive, Clinic, technical training, goalkeeper, mandatory volunteer.

Note: Tryout fees will NOT be refunded under any circumstances.

4.0 FEES TO BE DEDUCTED

Except for refunds processed under subsection 5.4 below, the following amounts will be deducted as applicable:

- a) an administrative fee;
- b) incurred affiliation fees such as Ontario Soccer, EODSA, CSA membership fees, etc.;
- c) credit card charges paid by the CUSC to the credit card company on the original payment (if applicable); and
- d) an amount based on the prorated number of weeks between the start of the season and the date the refund request is received by OTFC.

5.0 REFUND TIMELINES

5.1 Voluntary withdrawal

- a. If a refund request is received by OTFC at least three weeks before the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4 a), b) and c).
- b. If a refund request is received by OTFC after the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4.0 as applicable..

Note1: No refund will be processed under 5.1.b. unless, or until, the withdrawing player can be replaced (normally from a waitlist).

Note 2: Players trying out for a competitive team, but **not** selected, will automatically be included on a Recreational team and must comply with the above mentioned refund timelines.

Note 3: Any player who has accepted a position in any of our competitive programs (Competitive or Academy) and subsequently withdraws will not qualify for a refund under this subsection.

5.2 Withdrawal for Medical Reasons

- a. If a refund request is received by the OTFC before the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4 a), b) and c).
- b. If a refund request is received by the OTFC after the start of the program, the terminating player will receive a refund of his/her registration fee, less the amounts shown in 4.0 as applicable.

Note 1: Proof of medical condition will be required.

Note 2: A refund will be processed under this subsection even if the player cannot be replaced.

5.3 Withdrawal Because of Work Transfer, Residential or Family Status Change

- a. If a refund request is received by the OTFC before the start of the program, the withdrawing player will receive a refund of his/her registration, less the amounts shown in 4 a) and b).
- b. If a refund request is received after the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4 a), b) and c).

Note 1: Proof of work transfer, new address or changes to the status of the family including the child's new address may be required.

Note 3: A refund will be processed under this subsection even if the player cannot be replaced (normally from a waitlist).

5.4 Program Cancellation or Modification

A program may be canceled by the OTFC due to low registrations or field availability, modified from a boys' or girls' program to a coed program, revised to include other age groups, or the days of play may be changed from those advertised. In these cases, the withdrawing player will receive a refund of his/her registration fee, less the amount shown in 4 b).

6.0 TRANSFER TIMELINES

6.1 Transferring the Registration Fee to another OTFC program

- a. New program cost is *greater than (or equal to)* the old program - If a transfer request is received, the registration fees to be transferred to the new program will be equal to the original registration fee. Any difference in fees between the new and old programs must be paid in full before the player can play.
- b. New program cost is *less than* the old program - If a transfer request is received, the registration fees to be transferred to the new program will be the difference in the prorated amounts (calculated under 4 d)) of the new program and the old program. Any balance owing must be paid in full before the player can play in the new program.

7.0 PROCEDURES

- 7.1 If the OTFC Administrator is satisfied the refund or transfer request meets the criteria in this policy, he or she shall send a request to the OTFC Treasurer to issue a cheque for the determined amount and adjust the member's account.
- 7.2 The OTFC Administrator shall inform the Program Coordinator (who will inform the Convenor) of any change to the team roster resulting from the withdrawal or transfer.
- 7.3 If available, the Convenor shall assign the first eligible player from the waiting list.
- 7.4 The mandatory Volunteer fee will be included with the amount refunded if it was paid and is refundable. For example, if a member has 2 children registered and one withdraws, the volunteer fee is not refundable because one child is continuing to play.
- 7.5 A registered player, or parent or guardian of a registered player, who does not meet the criteria in this policy but believes they have extenuating circumstances deserving consideration can write to the OTFC Vice President and provide their rationale.

8.0 DEFINITIONS

- 8.1 Work Transfer: Move from the present address to one where it is not reasonable to expect the player to commute. This usually involves a transfer to another city or area of the country. This can also apply when the transfer in to the OTFC area is canceled or delayed.
 - 8.2 Residential Change: Move from one primary residence to another where it is not reasonable to expect the player to commute.
 - 8.3 Family Status: Change to the family nucleus which has a negative impact on the family's financial obligations. This can include the separation or divorce of a player, or parents or guardians of the player.
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EXTERNAL REFERENCE

Approved for use on June 21, 2017
by the OTFC Board of Directors