



# Mississauga Croatia S.C.

## Refund Policy

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HR/Administrative	D. Smiciklas	MCSC Board of Directors	March 1, 2022



# Mississauga Croatia S.C.

## Refund Policy

### **REFUND POLICY**

- This policy applies to registration fees paid directly to Mississauga Croatia Soccer Club (“MCSC”) either online or in person.
- The principle behind the MCSC refund policy is to allow a reasonable time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club.
- MCSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
- All refund requests must be made in writing to the MCSC Registrar by the individual who paid the fee(s). Please allow 14 calendar days for refunds to be processed.
- An administrative fee of \$40.00 will be charged on approved refunds.
- Refunds will be returned to the Credit Card on file that was used for the purchase.
- If the purchase was made by E-transfer, the club will issue a cheque for the refund.
- The final amount of any refund will be at the discretion of MCSC.
- MCSC shall not be responsible for any monies paid to a team, team coach or team official, and MCSC shall not entertain requests for any such refunds.
- MCSC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

### **YOUTH HOUSE LEAGUE REFUND POLICY**

- ALL REFUNDS are subject to a \$40.00 administrative fee. (CREDITS will not be subject to a \$40.00 administrative fee).
- There will be no refund/credit of registration fees from 14 calendar days after the program start date.
- Refunds requested before the above-stated deadlines will be processed, less the Club’s admin. fee.
- A paid registration fee shall be fully refunded in the event MCSC is unable to field a team or provide a suitable program alternative (no admin. fee shall be withheld in this case).



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### YOUTH HOUSE LEAGUE REFUND POLICY (cont'd)

- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of an MCSC event. Medical documentation and MCSC **Injury Report Form** shall be provided if the injury happened at an MCSC event.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required).
- There will be no refund/credit for a registration fee if a player is suspended or expelled from MCSC under the Mississauga Croatia Soccer Club discipline policy or code of conduct rules.
- The full uniform including shirt, shorts, and socks must be returned to receive your refund/credit.

### GRASSROOTS DEVELOPMENT / COMPETITIVE

- ALL REFUNDS are subject to a \$40 administrative fee.
- CREDITS are not subject to a \$40 administrative fee.

### REFUND POLICY

- A paid registration fee shall be fully refunded in the event MCSC is unable to field a team (no admin. Fee shall be withheld in this case).
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation and MCSC **Injury Report Form** shall be provided.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required).
- There will be no refund/credit of registration fees from 14 calendar days after the program start date for the respective seasons.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of MCSC events. Medical documentation and MCSC **Injury Report Form** shall be provided if the injury happened at an MCSC event.



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After accepting a place in the Grassroots Development/Competitive program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach or team.

- There will be no refund/credit for a registration fee if a player is suspended or expelled from the Ontario Soccer, Peel Halton Soccer or MCSC under the respective discipline policies or code of conduct.

### **CAMPS & PROGRAMS REFUND POLICY**

- ALL REFUNDS are subject to a \$40 administrative fee.
- CREDITS are not subject to a \$40 administrative fee.
- There will be no refund/credit of registration fees less than 14 calendar days before the start of the program date for the respective camp or program.
- Refunds requested before the above-stated deadlines will be processed, minus the Club's set administrative fee.
- A paid registration fee shall be fully refunded in the event MCSC is unable to field a camp or clinic or provide a suitable program alternative (no admin. fee shall be withheld in this case).
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of an MCSC event. Medical documentation and MCSC **Injury Report Form** shall be provided if the injury happened at an MCSC event.

Rev. #	Date	Revisor	Comments
.001	March 1, 2022	D. Smiciklas	New Document