

## REFUND REQUEST FORM

### REFUND REQUEST

The Burlington Soccer Club (BSC) is a non-profit organization and the Club strives to maintain the lowest possible registration fees while ensuring that our members receive the highest level of soccer programming possible. The Club incurs an administrative cost for each player during registration including but not limited to staffing, credit card and debit fees, and equipment and uniform expenditures. It is because of these costs that the BSC adheres to a strict refund policy. To receive a refund from the Club, the parent must fill out the refund request form completely and within specified time constraints.

Player's Last Name	Player's First Name	Date of Birth	
<b>Program or Team Info.</b> <small>(ex. Girls U12, House League, Team: Manchester)</small>			
Reason for Refund: Conflict with other Sport - Hockey <input type="radio"/> Baseball <input type="radio"/> Basketball <input type="radio"/> Swimming <input type="radio"/>			
Other Reasons:			
<b>UNIFORM: Please note that uniforms must be returned for a refund to be processed.</b>			
Have you received your uniform: <b>YES or NO</b>	<b>If yes, where has the uniform been returned</b>	<b>Coach:</b> Date: _____	<b>Office:</b> Date: _____

<b>Parent/Guardian's Name:</b>	<b>Phone #:</b>
<b>Address:</b>	<b>Postal Code:</b>
<b>Signature:</b>	<b>E-mail Address:</b>

**By signing, you agree that you have read our Refund Policy posted on the website – no refund will be processed without signature.**

### FOR OFFICE USE ONLY

DATE RECEIVED	DATE REMOVED FROM ROSTER	TEAM CODE	TEAM NAME
FEE PAID (\$)	ADMIN FEE (\$)	AMOUNT OF REFUND (\$)	
REFUND APPROVAL – PRINT NAME	DATE OF REFUND	REFUND CHEQUE #	



#### BURLINGTON SOCCER CLUB

3370 SOUTH SERVICE ROAD, SUITE 200/201, BURLINGTON ON L7N 3M6  
905.333.0777 • [WWW.BURLINGTONSOCCER.COM](http://WWW.BURLINGTONSOCCER.COM)

### REFUND POLICY

The BSC adheres to a strict refund policy. To receive a refund from the Club, the parent, guardian or participant must complete a Refund Request Form within the specified time period. Refund Request Forms may be obtained at the Club office during regular business hours or can be downloaded from the BSC website. The Refund Request will be reviewed based on the date the Refund Request Form is received via email or in person at the BSC office's Customer Service Counter. Refunds will be issued via cheque within 4-6 weeks. This policy applies to registration fees paid directly to Burlington Youth Soccer Club. BSC will not be responsible for any funds paid to a team, team coach, team official or any funds raised and collected by teams through sponsorship or fundraising. No refunds will be issued for sessions cancelled due to severe weather or facility closures.

**Please submit your refund request form to the appropriate program manager:**

OPDL Program – Steven McDougall [smcdougall@burlingtonsoccer.com](mailto:smcdougall@burlingtonsoccer.com)

Development Program – Steve Carroll [scarroll@burlingtonsoccer.com](mailto:scarroll@burlingtonsoccer.com)

Coach Development – David Shankland [dshankland@burlingtonsoccer.com](mailto:dshankland@burlingtonsoccer.com)

Recreational Leagues – Angela Erhardt [aerhardt@burlingtonsoccer.com](mailto:aerhardt@burlingtonsoccer.com)

Supplementary Programs – Taylor Gray [tgray@burlingtonsoccer.com](mailto:tgray@burlingtonsoccer.com)

#### 1- YOUTH HOUSE LEAGUE REFUNDS

- a) ALL REFUNDS are subject to a \$50 Administration Fee
- b) There will be no refunds/transfer of registration fees from 10 days prior to the start of the season.
- c) If a uniform has been received by the player it must be returned in good order before a refund will be considered.
- d) If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 10 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues occurred prior to 50% of completion of the season. There are no refunds if more than 50% of the season has occurred.
- e) There will be no refund of any fees if a parent or player is suspended or expelled from BSC under the club's discipline policy or code of conduct policy or that of one of our governing bodies.
- f) A full refund will be issued if BSC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

#### 2- ADULT LEAGUE REFUNDS (INDIVIDUAL)

- a) ALL REFUNDS are subject to a \$50 Administration Fee
- b) There will be no refunds/transfer of registration fees from 10 days prior to the start of the season.
- c) If equipment/uniform has been received by the player it must be returned in good order before a refund will be considered.



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- d) There will be no refund of any fees if a player is suspended or expelled from BSC under the club's discipline policy or code of conduct policy or that of one of our governing bodies.
- e) A full refund will be issued if BSC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

### 3- ADULT LEAGUE REFUNDS (TEAM)

- a) The initial payment to secure the team spot is non-refundable.
- b) Adult players who registered via a team registration should contact the team captain for their refund, not the Burlington Soccer Club.
- c) If equipment/uniforms have been received by the team they must all be returned in good order.
- d) There will be no refund of any fees if a player/team is suspended or expelled from BSC under the club's discipline policy or code of conduct policy or that of one of our governing bodies.
- e) A full refund will be issued if BSC is unable to run the program or provide a reasonable program alternative. No administrative fee will be applicable.

### 4-TECH MANAGED DEVELOPMENT/COMPETITIVE PROGRAMS (NON OPDL)

- a) There will be no refunds/transfer of registration fees, including the initial payment to secure the player's spot in the Tech. Managed Development/Competitive Program. If a player needs to withdraw due to medical reasons the request for refund form along with medical documentation must be received within 10 days of the injury occurrence. Players will receive a partial refund (prorated) for any medical issues incurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.
- b) There will be no refund if a parent or player disagrees with the coach, team or tier placement the player has been assigned to.
- c) If families have a balance owing to the BSC when a player withdraws, player books will not be released until that balance has been paid.
- d) Refunds of team fees will be handled by the individual teams.
- e) There are no refunds of any fees if a parent or player is suspended or expelled from the BSC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.
- f) As a convenience to its members, BSC offers payment plans for its Rep/Competitive. It may be the case that depending on the timing of the withdrawal of a player on a payment plan, there may still be an amount owing to BSC.

### 5- NON-TECH MANAGED COMPETITIVE PROGRAMS (REP TEAMS)

- a) ALL REFUNDS are subject to a \$100 Administration Fee
- b) There will be no refunds/transfer of registration fees, if the player is on a team training/competing during Indoor Season
- c) If the player is on a team training/competing in the Outdoor Season ONLY the cost of player uniforms and player book processing will be deducted from refund requests initiated before February 15<sup>th</sup>. There will be no refund/transfer of registration fees after February 15<sup>th</sup>.



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- d) If families have a balance owing to the BSC when a player withdraws, player books will not be released until that balance has been paid.
- e) Refunds of team fees will be handled by the individual teams.
- f) If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 10 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues incurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.
- g) There will be no refund if a parent or player disagrees with the coach, team or tier placement the player has been assigned to.
- h) There are no refunds of any fees if a player or parent is suspended or expelled from the BSC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.
- i) As a convenience to its members, BSC offers payment plans for its Rep/Competitive players. It may be the case that depending on the timing of the withdrawal of a player on a payment plan, there may still be an amount owing to BSC.

### 6-OPDL REFUNDS

- a) There will be no refunds/transfer of registration fees, including the initial payment to secure the player's spot in the OPDL Program.
- b) If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 10 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues occurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.
- c) If families have a balance owing to the BSC when a player withdraws, a release letter allowing the player to enroll with another organization will not be issued until those fees are paid and the player's account is in good standing. This is in keeping with OPDL/Ontario Soccer rules.
- d) There will be no refund if a parent or player disagrees with the coach, team or tier placement the player has been assigned to.
- e) There are no refunds of any fees if a parent or player is suspended or expelled from the BSC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.
- f) As a convenience to its members, BSC offers payment plans for its OPDL programs. It may be the case that depending on the timing of the withdrawal of a player on a payment plan, there may still be an amount owing to BSC.

### 7-CAMPS AND ADDITIONAL TRAINING PROGRAMS

- a) Registration refund requests that are received more than 10 days prior to Program start dates will be subject to the Administration Fee of \$50.00.
- b) There are no refunds within 10 days of the programs start date.
- c) If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 10 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues occurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.



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