

## POLICY – REFUND

### Purpose

To provide clarity on the basis for which refunds will be given.

### Definitions

Refund: the returning registration fees for a player who will not be playing in the season for which fees were paid.

### Background

Many circumstances arise in which a player decides not to play with Burnaby Girls Soccer Club (BGSC) after registration fees have been paid. BGSC has always strived to achieve fairness between the club and the requestor of the refund. However, without a strongly defined policy the assessment of when a refund will be given was often escalated to BGSC's executive members; this was time consuming and occupied valuable resources. This policy should allow players & parents to better understand responsibilities and allow a more expeditious refund process.

### Policy

All refunds are subject to a an **administrative charge of 30% of the player registration fee paid** to cover the cost of online registration, refund processing, and other associated fees.

If the uniform is not returned, an additional charge will be made as follows:

- U6-U10 players - **\$25.00**
- U11-U18 players - **\$50.00**

A full refund will be given if a player cannot be placed on a team.

No refund will be given if:

- a player has attended tryouts and accepted a position on a team
- a player has been dismissed for disciplinary reasons
- the request is made after October 15<sup>th</sup> of the playing season

Cases will be reviewed if:

- a player is injured or has developed a medical condition
- a player has moved out of Burnaby District
- a player's family has encountered a financial situation
- a wait-list exists at the age group and level

### Covid -19

In the event that the soccer season is cancelled due to Return to Play restrictions related to Covid-19, all players may request a refund of the registration fee paid.

The Covid-19 refund will be exempt from the administrative charge of 30% of the registration fee paid but instead will be subject to a \$10 administration fee to cover the credit card processing expense.

The Covid-19 refund request deadline will extend to December 31, 2020.

### Procedures

All refunds must be sent in writing to the Burnaby Girls Soccer Club Treasurer via email

([treasurer@burnabygirlssoccerclub.com](mailto:treasurer@burnabygirlssoccerclub.com)) or by mail.

<b>VERSION CONTROL</b>		
<b>Version</b>	<b>Date</b>	<b>Comments</b>
R0	February 17, 2011	Published – Adopted by BGSC Executive
R1	February 16, 2012	Published – Amendments Approved by BGSC Executive
R2	January 24, 2019	Published – Amendments approved by BGSC Executive
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