

# Oakville Soccer Club

## Refund Policy

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### POLICY STATEMENT

1. All refunds and their respective amounts are at the sole discretion of the Club.
2. This policy applies to registration fees paid directly to Oakville Soccer Club (OSC) either online or in person.
3. The principle behind OSC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the Club.
4. OSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
5. All refund requests must be made via email to [info@oakvillesoccer.ca](mailto:info@oakvillesoccer.ca). Please allow 4-6 weeks for refunds to be processed.
6. An administrative fee of \$35.00 will be charged on approved refunds.
7. OSC shall not be responsible for any monies paid to a team, team coach or team official and OSC shall not entertain requests for any such refunds.
8. OSC 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

1. There will be no refund/transfer of registration fees from 14 days before the program start date.
2. Please refer to the Youth season website article for program start date and refund/transfer deadlines.
3. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee.
4. A paid registration fee shall be fully refunded in the event OSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
5. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and OSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.
6. 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). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from OSC under the Oakville Soccer Club's discipline policy or code of conduct rules.

### ADULT HOUSE LEAGUE REFUND POLICY

1. Team deposits paid by captains are non-refundable at any time before or after the registration deadline.
2. There will be no refund/credit of team registration fees after the selected season registration period closes. Please refer to the appropriate season article for exact dates.
3. There will be no refund/transfer of individual player registration fees from 14 days before the program start date. Please refer to the appropriate season article for exact dates.
4. Eligible refunds requested prior to the above stated deadline will be processed, minus deposits and the Club's administrative fee.
5. Adult players who registered via a team registration should contact the team captain regarding a refund, not the Oakville Soccer Club.
6. A paid registration fee shall be fully refunded in the event OSC is unable to field a team or provide a suitable program alternative. No administrative fee or deposit shall be withheld in this case.



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7. A paid registration fee shall be partially refunded (pro-rated) if an individually registered player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and OSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.
8. A paid registration fee shall be partially refunded (pro-rated) if an individually registered player's family is transferred to another city, province or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
9. There will be no refund/transfer for a registration fee if a player or team is suspended or expelled from OSC under the Oakville Soccer Club's discipline policy or code of conduct rules.

### ADP/OPDL/RDP REFUND POLICY

1. A paid registration fee shall be fully refunded in the event OSC is unable to field a team. No administrative fee shall be withheld in this case.
2. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and OSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.
3. 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). Any refund requested due to family transfer will be considered at the sole discretion of the Club.
4. There will be no refund/transfer of registration fees from 14 days before the program start date for the respective seasons (Annual, Fall/Winter, Summer).
5. Please refer to the official OSC program outline for program start date and refund/transfer deadlines. The cost of player uniforms and player processing shall be deducted from the refund request. The uniform shall be considered the property of the respective player with the cost being considered as part of the refund request.
6. Subsequent to accepting a place in the ADP/OPDL/RDP 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, team or tier placement.
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from Ontario Soccer or OSC under the respective discipline policies or code of conduct.

### CAMPS & CLINICS REFUND POLICY

1. There will be no refund/transfer of registration fees:
  - 14 days prior to a P.A. Day Camp
  - 14 days prior to March Break Camp
  - 14 day prior to the start date of the registrant's week of Summer Camp
  - 14 days prior to the start date of any clinics, courses or specialty campsPlease refer to camps/clinics website pages for program start dates and refund/transfer deadlines.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee.
3. A paid registration fee shall be fully refunded in the event OSC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and OSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.
5. 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). Any refund requested due to family transfer will be considered at the sole discretion of the Club.

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6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from OSC under the Oakville Soccer Club's discipline policy or code of conduct rules.

## **PINE GLEN SOCCER CENTRE RENTAL REFUND POLICY**

1. **Once a booking is confirmed and rental agreement drafted for any facility use at the Pine Glen Soccer Centre, no refunds will be issued.**