WEST NIAGARA SOCCER CLUB

REFUND & WITHDRAWAL POLICY

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PURPOSE

This policy establishes clear and consistent guidelines for registration withdrawals, refunds and credits for West Niagara Soccer Club programs while recognizing the Club's financial commitments made when participants register.

1. SCOPE

This policy applies to registration fees paid directly to West Niagara Soccer Club (WNSC), whether paid online or in person. It applies to youth and adult programs where a refund or withdrawal option is offered, including house league, grassroots/development, competitive/travel, camps, clinics and other Club programs.

This policy does not apply to money paid directly to a team, coach, manager or other team representative, or money raised through team sponsorships or fundraising, unless the Club has specifically confirmed otherwise.

2. REFUND REQUESTS

- All refund requests must be submitted in writing using the WNSC Refund Request Form or another written process designated by the Club.
- The request must identify the participant, program/team, name of the person who paid the registration fee, contact information and reason for the withdrawal.
- Refund requests must be submitted by the person who paid the registration fee.
- Refund requests will not normally be processed by telephone request.
- Participants and families should allow up to 30 calendar days for an approved refund to be processed.
- Refunds will generally be issued to the original method of payment where practical. Where the original method cannot be used, WNSC may issue a cheque or another approved payment method.
- The Club may request additional documentation where required to assess a refund request.

Refund deadlines are based on the program start date and are defined as one full week (7 calendar days) before the scheduled program start date, unless a different deadline is clearly stated in the program-specific registration terms.

Approved refunds are subject to the Club's applicable administrative fee in effect for the registration/program at the time of the refund request. The applicable administrative fee will be communicated during registration or on the Club's refund request materials.

The administrative fee is intended to cover non-recoverable registration, processing, administration and transaction costs incurred by the Club.

4. REFUND DEADLINES

For purposes of this policy, the standard refund deadline is one full week (7 calendar days) before the scheduled start date of the applicable program.

A refund request received on or before the standard deadline may be eligible for a refund, less the applicable administrative fee and any non-refundable registration processing fees or other non-recoverable costs.

A refund request received after the standard deadline will normally not be eligible for a refund or credit.

5. PROGRAM-SPECIFIC REFUND GUIDELINES

PROGRAM / SITUATION	GENERAL GUIDELINE

West Niagara Soccer Club • PO Box 426, Beamsville, ON L0R 1B0 • admin@westniagarasoccerclub.com

House League / Recreational	Refunds may be available when the written request is received at least one full week (7 calendar days) before the program start date, less the $50.00 administrative fee and any non-refundable registration processing fees. After the deadline, no refund or credit will normally be issued.
Grassroots / Development	Refunds may be available when the written request is received at least one full week (7 calendar days) before the program start date, less the $50.00 administrative fee and any non-refundable registration processing fees. After the deadline, refunds may be restricted.
Competitive / Travel	Once a participant accepts a place on a competitive or travel team and the Club has committed funds, registrations, or other expenses on the participant's behalf, refunds may be limited or unavailable. The $50.00 administrative fee, non-refundable registration processing fees, and any non-recoverable team, league, tournament, uniform, or other committed costs may be deducted from any eligible refund.
Camps / Clinics / Short Programs	Refunds may be available when the written request is received at least one full week (7 calendar days) before the program start date, less the $50.00 administrative fee and any non-refundable registration processing fees. Requests after the deadline will normally not be eligible.
Waiting List	If a participant pays a registration fee and WNSC is unable to place the participant in an appropriate program or team, the registration fee will be fully refunded, with no WNSC administrative fee deducted. Non-refundable third-party processing fees, if any, may still be retained where they cannot be recovered by the Club.
Program Cancellation	If WNSC cancels a program and cannot provide a suitable alternative, the affected registration fee will be refunded. No WNSC administrative fee will be deducted. Non-refundable third-party costs that the Club cannot recover may be retained where applicable.

6. MEDICAL WITHDRAWAL

A participant who is unable to continue participating for medical reasons may request consideration of a prorated refund. Requests should be made in writing as soon as reasonably possible and must be accompanied by appropriate medical documentation.

- The refund, if approved, will generally be prorated based on the portion of the program remaining, less applicable administrative, league, registration, uniform or other non-recoverable costs.
- For an injury or medical issue arising outside a WNSC activity, medical documentation may be required.
- For an injury occurring during a WNSC activity, the Club may require its applicable incident/injury documentation in addition to medical documentation.
- Medical withdrawal requests are considered on a case-by-case basis and do not automatically guarantee a refund.
- A refund will not be provided where doing so would conflict with applicable insurance, governing-body or contractual requirements.

7. RELOCATION / FAMILY TRANSFER

Where a participant withdraws because the participant's family is transferred to another city, province or country, WNSC may consider a prorated refund upon receipt of reasonable proof of the transfer. Any refund remains subject to applicable administrative and non-recoverable costs.

8. SUSPENSIONS, EXPULSIONS AND CODE OF CONDUCT VIOLATIONS

No refund or credit will normally be issued where a participant is suspended, expelled or removed from a WNSC program because of misconduct, a breach of a Code of Conduct, a Club policy or the rules of an applicable governing organization.

9. COMPETITIVE / TRAVEL TEAMS

Once a participant accepts a place on a competitive or travel team and the Club has committed funds or registrations on the participant's behalf, refunds may be limited or unavailable.

- Non-refundable team, league, district, tournament, registration, uniform or other third-party costs may be retained.
- Where a uniform or equipment order has been placed, the related cost may be non-refundable even if the participant has not yet received the item.
- The Club may establish a non-refundable team or uniform deposit for competitive/travel programs and will disclose that amount during registration.

- Disagreement with a coach, team official or team placement does not by itself create an entitlement to a refund after the program's refund deadline or after a competitive/team commitment has been accepted.

10. ONLINE PAYMENT AND TRANSACTION FEES

Third-party transaction fees, payment processing charges or other amounts that are not recoverable by WNSC may be deducted from an approved refund where those charges were disclosed or permitted under the applicable payment terms.

11. CREDITS

Where the Club offers a credit instead of a cash refund, the value, expiry date and eligible programs for the credit will be communicated when the credit is issued. Credits are not transferable unless approved by WNSC and may be subject to the same non-refundable costs and restrictions that would apply to a cash refund.

12. CLUB DISCRETION AND EXCEPTIONS

West Niagara Soccer Club reserves the right to refuse any refund or credit where permitted under this policy, the applicable registration terms, or the Club's governing rules.

The WNSC Board of Directors, or its designated administrator, may consider exceptional circumstances not specifically addressed in this policy. Any exception is discretionary and does not create a precedent or entitlement for future requests.

13. ACKNOWLEDGEMENT OF REGISTRATION CONDITIONS

By registering a participant with West Niagara Soccer Club, the participant and/or Parent/Guardian acknowledge that they have reviewed and accepted the Club's registration conditions and the financial implications of registration, including the applicable refund and withdrawal terms.

Program-specific refund deadlines and any special non-refundable fees will be communicated as part of the registration process and form part of the registration agreement.

REFUND REQUESTS

Refund requests should be submitted through the WNSC refund request process identified on the Club website or registration portal. Questions may be directed to admin@westniagarasoccerclub.com.

POLICY DEVELOPMENT NOTE: This WNSC policy consolidates the refund principles contained in the supplied Lincoln Soccer Club, Grimsby Town Youth Soccer Club and Muskoka United Football Club materials, including written refund requests, administrative/non-recoverable costs, program-specific deadlines, medical withdrawals, program cancellation, competitive/travel restrictions and Club discretion.