

Suburban FC recognizes that circumstances change, and people may choose or need to reconsider their decision to register for soccer. At the same time, the Club makes decisions on staffing, team composition, and incurs costs based on player registrations. This policy is intended to provide guidance and clarity on the criteria and timelines for refunds, cancellations, and withdrawals.

Club Registrations

- Registration is not complete without payment
- Every player is responsible for their own registration and payment of fees
- Once a player registers with Suburban FC, only then will they be registered as an official player with our governing body. If this has occurred after the start of the season, it may affect their ability to be registered and play, depending on the league rules (this situation is most applicable to competitive and adult competitive soccer)
- Suburban FC offers a third child (and each subsequent) discount within soccer programs. Those who qualify should contact our Club Administrator – admin@suburbanfc.ca
- Suburban FC does at times have a waitlist for our programs. Participants should register early to avoid this potentially occurring. Please see our website or social media pages for registration opening dates (Fall/Winter = Early September & Spring/Summer = February or March)
- Suburban FC can at times exchange programs for a credit, if there is no impact on the team they are on and have good merit, such as a long-term injury, or changing programs that are a better fit for the participant. If this scenario occurs, you should contact our Club Administrator or Programs Manager.

Refunds

A) Refunds for High Performance and Competitive programs and camps:

- The competitive evaluation fee is non-refundable
- Subject to a \$40.00 administration fee
- Refunds will be reviewed by the Executive Director where a player trying out for a competitive team is not selected for the desired team and the player decides to leave Suburban FC immediately after tryouts
- Refunds will be reviewed where a player trying out for a team is not selected and Suburban FC is unable to provide a suitable alternative.
- Refunds WILL NOT be processed for players withdrawing after they have been offered and have accepted a team assignment.
- Players are responsible for full payment of Team Fees and Club Fees. Outstanding registration fees are due upon withdrawal from the program. NO REFUNDS will be issued if a player leaves after he/she has accepted a spot on a team.
- Refund Requests must be made in writing, by email, or online to admin@suburbanfc.ca and clearly indicate the reason for withdrawal.
- Refund requests made from a coach or volunteer on behalf of a player WILL NOT be accepted.
- Refund requests made over the phone or through voice mail WILL NOT be accepted.

REFUNDS/CANCELLATIONS/WITHDRAWALS

- Refunds will only be issued once uniforms and equipment are returned to the club if applicable.
- B) All Community soccer program and camp refunds are:
- Subject to a \$40.00 administration fee.
 - The competitive tryout fee is non-refundable.
 - Must be made in writing, by email, or online to admin@suburbanfc.ca by **June 25th** (Summer Season) / **November 25th** (Winter Season), and clearly indicate the reason for withdrawal.
 - No refunds will be issued after the June 25th / November 25th refund request deadline.
 - Refund requests made from a coach or volunteer on behalf of a player WILL NOT be accepted.
 - Refund requests made over the phone or through voice mail WILL NOT be accepted.
 - Refunds will only be issued once uniforms and equipment are returned to the club if applicable.
- C) Full refunds for community programs and camps (less the administration fee):
- Where a player trying out for a competitive team is not selected and Suburban FC is unable to provide a suitable alternative within the community program.
- D) Partial refunds for community programs and camps (less the administration fee):
- Where a player suffers a season-ending injury, attested to by the attending physician prior to **July 31st** (Summer Season) / **January 31st** (Winter Season).
- E) Refunds WILL NOT be processed under the following conditions:
- Written requests received after June 25th for the summer season / November 25th for the winter season.
 - Where a player suffers a season-ending injury, attested to by the attending physician after July 31st for the summer season / January 31st for the winter season.
 - High Performance / Competitive players withdraw after they have been offered and accepted a team assignment.
 - Where a player wishes to transfer to another club after Suburban FC has registered them with the governing soccer organizations.
 - Where a player has been disciplined by one of the governing soccer organizations, the club or has outstanding debts to the club
 - Refund request for games cancelled due to weather.
- F) All other refund requests will be assessed on merit by the Board of Directors.

Player Releases/Transfers

- High Performance & Competitive players will not be released or transferred until ALL outstanding club fees & team fees have been paid in full.
- A player will NOT be registered for their respective league if outstanding fines or fees have not been paid.
- All returned cheques are subject to a \$40 NSF admin fee.

Fines - Players, Coaches, Teams

- Fines incurred by a player, coach or team must be paid to Suburban FC within 10 days of the fine being issued. Suburban FC will not be responsible for the payment of fines, received by players, coaches and teams.

Outstanding Fines

- A player will NOT be registered for their respective league if outstanding fines or fees have not been paid.
- All returned cheques are subject to a \$40 NSF admin fee

Revised: August 2022

