



# Croatia Norval S.C.

## Refund Policy

<u>Policy Type</u>	<u>Author</u>	<u>Approved By</u>	<u>Approval Date</u>
Financial/Admin.	A. Radosevic	CNSC B.O.D	Oct 16, 2023



# Croatia Norval S.C.

## Refund Policy



### **REFUND POLICY**

- This policy applies to registration fees paid directly to Croatia Norval Soccer Club (“CNSC”) either online or in person.
- The principle behind the CNSC refund policy is to allow a reasonable time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club. CNSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
- All refund requests must be made in writing to the CNSC Treasurer by the individual who paid the fee(s). Please allow 14 calendar days for refunds to be processed.
- Refunds will be returned to the Credit Card on file that was used for the purchase.
- If the purchase was made by E-transfer, the club will issue a cheque for the refund.
  - A paid registration fee shall be fully refunded in the event CNSC is unable to field a team or provide a suitable program alternative (no admin. fee shall be withheld in this case).
  - A paid registration fee shall be partially refunded (pro-rated) if a player withdraws for medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of a CNSC event. Medical documentation and CNSC **Injury Report Form** shall be provided if the injury happened at a CNSC event.
  - 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).
  - There will be no refund/credit for a registration fee if a player is suspended or expelled from CNSC under the Croatia Norval Soccer Club discipline policy or code of conduct rules.
- The final amount of any refund will be at the discretion of CNSC.
- CNSC shall not be responsible for any monies paid to a team, team coach or team official, and CNSC shall not entertain requests for any such refunds.
- CNSC 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.



# Croatia Norval S.C. Refund Policy



## **YOUTH HOUSE LEAGUE& GRASSROOTS PROGRAMS REFUND POLICY**

- ALL REFUNDS are subject to a \$40.00 administrative fee. (CREDITS will not be subject to a \$40.00 administrative fee).
- 50% refund will be issued if refund request is made 14 calendar days prior to program start date
- 25% refund will be issued if the refund request is made between 14 calendar days and 1 day before the program start date.
- There will be no refund/credit of registration fees once the program has started.
- All Refund requests / withdraw from program requests must be made in writing to:  
treasurer@croatianorval.com

## **CAMPS & PROGRAMS REFUND POLICY**

- ALL REFUNDS are subject to a \$40.00 administrative fee. (CREDITS will not be subject to a \$40.00 administrative fee).
- 50% refund will be issued if refund request is made 14 calendar days prior to program start date
- 25% refund will be issued if the refund request is made between 14 calendar days and 1 day before the program start date.
- There will be no refund/credit of registration fees once the program has started.
- All Refund requests / withdraw from program requests must be made in writing to:  
treasurer@croatianorval.com



# Croatia Norval S.C. Refund Policy



## **COMPETITIVE TEAMS U8 - U18 REFUND POLICY**

Indoor Seasons:

This policy applies to registration fees paid directly to Croatia Norval Soccer Club (“CNSC”) either online or in person.

Parents accept that the registered player has taken a spot on the team and assumes the full costs of that registration. Payment Instalments are provided as an option at checkout to spread out the dues.

Payment Instalments do not imply that the registration fees can be prorated or partially refunded once the season has begun (October 1).

Refund & Registration Dues Policy:

Registration Deadline is September 24th

Registrations after September 24th incur a \$50 additional admin fee

Season start date is October 1st

No Refunds will be issued after September 30th

Refund requests received by September 30th will be processed in full less \$50 admin charge

The principle behind the CNSC refund policy is to allow a reasonable time following registration for parents/players to withdraw when time is available, while still safeguarding the long-term financial stability of the club. CNSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.

All refund requests must be made in writing to the CNSC Treasurer by the individual who paid the fee(s).

Please allow 14 calendar days for refunds to be processed.

Outdoor Seasons:

The same principles apply with the following dates:

Season Start is May 1st

Refund less \$50 admin charge will be issued if requested by April 1st

50% Refund will be issued if requested by April 15th

No Refunds will be issued as of April 16th

<u>Rev. #</u>	<u>Date</u>	<u>Revisor</u>	<u>Comments</u>
.001	Dec 1, 2022	A. Radosevic	New Document