



REFUND POLICY

Effective Date: April 1, 2025

POLICY STATEMENT

1. All refunds and their respective amounts and administrative fees are at the sole discretion of the Club.
2. This policy applies to registration fees paid directly to Slavia Football Club (SFC) either online or in person.
3. The principle behind SFC'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. SFC 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@slaviafc.com. All refunds will be processed via club's administration application and/or via bank e-transfer. Please allow 2-4 weeks for refunds to be processed.
6. An administrative fee of \$50.00 will be charged on approved refunds.
7. SFC shall not be responsible for any monies paid to a team, team coach or team official and SFC shall not entertain requests for any such refunds.
8. SFC 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.
9. SFC shall not refund any monies for used sports gear (i.e. training and/or league uniforms that were wore at least once) and/or custom gear (ie. personalized hoodies).

SEASONAL PROGRAM 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 Seasonal Registration Guide 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 SFC 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 SFC 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 SFC under the Club's discipline policy or code of conduct rules.

*Registration Fees include recreational and competitive program fees for the given season.

CAMPS, EVENTS & CLINICS REFUND POLICY

1. There will be no refund/transfer of registration fees:
 - 14 days prior to any Camp Day or Club Event or Clinics
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 SFC 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 SFC 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.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from SFC under the Club's discipline policy or code of conduct rules.