



Ottawa TFC
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www.ottawatfc.com

REFUND/WITHDRAWAL POLICY

SCOPE

This policy provides information for registered players, parents or guardians who are requesting a refund or credit due to a complete withdrawal from a program.

1. INTRODUCTION

- 1.1. All registered players shall pay the required fees as described under section 2.
- 1.2. Any registered player wishing to withdraw from a program, before or during the same soccer season, must complete the refund/withdrawal form found on the Ottawa TFC website. Supporting documentation may be requested.

2. REFUNDABLE FEES

- 2.1. The required fees would include all program registration fees as well as the mandatory volunteer fee, and other fees as applicable.

Note: Evaluation fees will NOT be refunded under any circumstances.

3. FEES TO BE DEDUCTED

Except for requests processed under section 4.3, the following amounts will be deducted as applicable:

- 3.1. An administrative fee;
- 3.2. Non-refundable fixed costs (Ontario Soccer, EODSA, CSA membership fees, credit card charges (if applicable), etc.);
- 3.3. An amount based on the field cost between the start of the season and the date the refund/withdrawal request is received by OTFC.

4. REFUND TIMELINES

4.1. Voluntary withdrawal

- a) If a request is received before May 1st, the withdrawing player will receive a refund of the registration fee, less the amounts shown in section 3.
- b) Any player who has accepted a position in any of our competitive/academy/OPDL programs and subsequently withdraws will not qualify for a refund under section 3.

- c) If a request is received after the start of the program, the withdrawing player will receive a refund/credit of the player registration fee, less the amounts shown in section 3 as applicable.
- d) After July 15th, refunds/withdrawals are accepted only for medical reasons or relocation. A physician's note or proof of moving must be submitted with the refund request, the withdrawing player will receive a refund of the registration fee, less the amounts shown in section 3. Exception for competitive/academy/OPDL.
- e) Refunds/withdrawals cannot be requested after the program end date.

Note: Players going through the competitive evaluation process, but are not selected, will automatically be released to the Open League and must comply with the above-mentioned refund timelines.

4.2. Withdrawal for Medical Reasons

- a) If a request is received before May 1st, the withdrawing player will receive a refund/credit their registration fee, less the amounts shown in section 3.
- b) After August 1st, the withdrawing player will receive a refund/credit of their registration fee, less the amounts shown in section 3, as applicable.

Note: Proof of medical reasons will be required.

4.3. Program Cancellation or Modification

- a) A program may be modified/canceled due to low registrations or field availability, modified from a boys' or girls' program to a coed program, revised to include other age groups, or the days of play may be changed from those advertised. In these cases, the withdrawing player will receive a refund of his/her registration fee, minus any fixed cost.

5. PROCEDURES

- 5.1. If the admin is satisfied that the completed request meets the criteria stated in this policy, the request will be processed and amounts credited via the member's account, or refunded via a credit card or cheque.
- 5.2. The mandatory volunteer fee will be included with the amount refunded if it was paid and is refundable. For example, if a member has 2 children registered and one withdraws, the volunteer fee is not refundable because one child is continuing to play.
- 5.3. A registered player, or parent or guardian of a registered player, who does not meet the criteria in this policy but believes they have extenuating circumstances deserving consideration can write to the Ottawa TFC General Manager and provide their rationale.

Approved for use by the Ottawa TFC Board of Directors.