



Ottawa TFC
2075 Trim Rd, Orléans, ON K4A 3R2



www.ottawatfc.com

REFUND/WITHDRAWAL POLICY

SCOPE

This policy provides information for registered players, parents or guardians who are requesting a refund, credit, discount, or pro-rated fee associated with any club program, league, camp or event.

1. INTRODUCTION AND DEFINITIONS

- 1.1. All registered players shall pay the required program fees. These include all program registration fees, the mandatory non-volunteer fee, and any other fees associated with the program they are registering for.
- 1.2. **Refund Requests:** Requests are considered and processed from the date of receipt of the refund request and will not be back dated.
- 1.3 **Program Start:** A program is deemed to have started once either A) the first practice or game has taken place, or B) the family has accepted a formal invitation to a competitive or academy level program, whichever comes sooner.
- 1.4 **Invitational programs:** For any program that requires an invitation and acceptance of invitation to participate (i.e.: Academy or Competitive), a player who has participated in the first session of the program, is considered to have accepted the invitation to the relevant program.
- 1.5 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.

2. Voluntary Withdrawal refunds:

- 2.1 Requests for voluntary withdrawal will be processed according to the following timelines:
 - a. For requests made at least 14 days before the program start: a full refund less an admin fee will be processed.
 - b. For requests made less than 14 days before the start of the season: a full refund less 20% of the program cost will be processed.
 - c. For requests made after the season has started no refund will be processed.
- 2.2 Players who have accepted positions in invitational programs who seek a voluntary withdrawal, no league, district, or provincial releases will be provided by the club, until all financial obligations to the club have been fulfilled.

3. Approved Withdrawals:

- 3.1 All approved withdrawal requests received after the program start, will be refunded on a prorated scale as approved annually by the club. This scale includes any non-recoverable fixed expenses associated with the program (District, provincial and national fees, admin fees, insurance fees, etc.), plus pro-rated, week by week costs of running the program itself.
- 3.2 For a withdrawal to be approved, it must fit within one of the following categories:
 - a. Withdrawal for medical reasons.
 - A physician's note must be submitted along with the refund request.
 - Only season ending medical issues will be approved.



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- b. Withdrawal for family relocation.
 - Proof of relocation must be submitted along with the refund request.
- c. Program cancellation or modification.

4. Discounts and Prorated Fees:

4.1 Approved discounts and prorated fees: discounts and pro-rated fees must always be approved by the club's admin staff, and will only be approved under the following circumstances:

- a. A player is accepted into a program that has already started, and the player has missed more than 25% of the program.

4.1 Program fees will not be adjusted, pro-rated or discounted for any of the following reasons:

- a. Family vacations during the program, regardless of duration.
- b. Conflicts with other sports, activities or extra curriculums not associated with the club.

5. PROCEDURES

5.1 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 required.

5.2 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.