



STELLA ROSSA FOOTBALL CLUB

Refund Policy

1. Purpose

The purpose of this Refund Policy is to provide clear and consistent guidelines regarding the refund of player registration fees, program fees, and related payments. The policy ensures fairness to participants while maintaining the financial stability of the Club.

2. General Principles

- Refunds are issued only upon written request to the Club Administrator/Registrar
- All refund requests are subject to administrative fees and any non-refundable costs already incurred by the Club (e.g., Ontario Soccer registration fees, uniforms, insurance, league fees)
- Refunds will be made by cheque or electronic transfer within 30 days of approval
- No cash refunds will be issued

3. Timelines for Refund Requests

- Before Season Start:
 - Full refund, less a \$50 administrative fee and any non-refundable costs
- After Season Start (first 2 weeks):
 - 50% refund, less administrative fee and non-refundable costs
- After 2 Weeks of Season Start:
 - No refunds will be issued

4. Special Circumstances

- Refunds may be considered on a pro-rated basis for:
 - Medical reasons (with a doctor's note)
 - Relocation outside the region (proof required)
 - Club program cancellation due to insufficient registration or unforeseen circumstances
- In these cases, the Club will deduct only non-recoverable costs (e.g., insurance, uniforms, governing body fees)

5. Non-Refundable Items

- Uniforms and equipment once distributed
- Tryout/assessment fees
- Tournament fees once the player has been registered
- Donations and sponsorships



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6. Camp, Clinic, and Special Programs

- Refunds for camps, clinics, or special programs must be requested at least 14 days before the start date.
- No refunds will be provided after the program begins, unless cancelled by the Club.

7. Responsibilities

- **Parents/Guardians/Players:** Must submit written refund requests (email or letter) to the Registrar.
- **Club Registrar:** Reviews requests, deducts applicable fees, and processes approved refunds.
- **Board of Directors:** Handles appeals for exceptional cases not covered in this policy.

8. Policy Review

This policy will be reviewed annually by the Club's Board of Directors to ensure it remains fair, transparent, and financially sustainable.