

## Refund Policy

The SRFC adheres to a strict refund policy. To receive a refund from the Club, the parent, guardian or participant must complete a Refund Request Form within the specified time period. Refund Request Forms may be downloaded from the SRFC website. The Refund Request will be reviewed based on the date the Refund Request Form is received via email to [stellarossaafc@outlook.com](mailto:stellarossaafc@outlook.com). Refunds will be issued via cheque within 4-6 weeks. This policy applies to registration fees paid directly to SRFC. SRFC will not be responsible for any funds paid to a team, team coach, team official or any funds raised and collected by teams through sponsorship or fundraising. No refunds will be issued for sessions cancelled due to severe weather or facility closures.

### Youth House League

- ALL REFUNDS are subject to a \$50 Administration Fee
- There will be no refunds/transfer of registration fees from 14 days prior to the start of the season.
- If a uniform has been received by the player it must be returned in good order before a refund will be considered.
- If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 14 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues occurred prior to 50% of completion of the season. There are no refunds if more than 50% of the season has occurred.
- There will be no refund of any fees if a parent or player is suspended or expelled from SRFC under the club's discipline policy or code of conduct policy or that of one of our governing bodies.
- A full refund will be issued if SRFC is unable to field a team or provide a reasonable program alternative. No administrative fee will be applicable.

### Academy Programs

- There will be no refunds/transfer of registration fees, including the initial payment to secure the player's spot in the Academy Program. If a player needs to withdraw due to medical reasons the request for refund form along with medical documentation must be received within 14 days of the injury occurrence. Players will receive a partial refund (prorated) for any medical issues incurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.
- There will be no refund if a parent or player disagrees with the coach, team or tier placement the player has been assigned to.
- If families have a balance owing to the SRFC when a player withdraws, player books will not be released until that balance has been paid.
- Refunds of team fees will be handled by the individual teams.
- There are no refunds of any fees if a parent or player is suspended or expelled from the SRFC under the Club's Discipline Policy or Code of Conduct Policy or that of one of our governing bodies.

- As a convenience to its members, SRFC offers payment plans for its Academy Program. It may be the case that depending on the timing of the withdrawal of a player on a payment plan, there may still be an amount owing to SRFC.

### Camps and Additional Training Programs

- Registration refund requests that are received more than 14 days prior to Program start dates will be subject to the Administration Fee of \$50.00.
- There are no refunds within 14 days of the programs start date.
- If a player needs to withdraw due to medical reasons, the request for refund form along with medical documentation must be received within 14 days of the injury occurrence. Players will receive a partial refund (pro-rated) for any medical issues occurred prior to 50% of completion of the program. There are no refunds if more than 50% of the program has occurred.

### Returns

No Refunds/Exchanges: We do not accept returns, refunds, or exchanges for any of the services we provide. We do not accept returns, refunds, or exchanges for any of the products we offer unless the item you purchased is defective. If you receive a defective item, please contact us at [stellarossafc@outlook.com](mailto:stellarossafc@outlook.com) with details of the product and the defect. We will then provide you with an address to send the defective product to. Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.

### Shipping

To return the item you purchased, please contact us at [stellarossafc@outlook.com](mailto:stellarossafc@outlook.com) with details of the product and the defect. We will then provide you with an address to send the defective product to. Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.