



ABBOTSFORD SOCCER ASSOCIATION



THE PLAYER

THE COMMUNITY

THE GAME

REFUND POLICY FOR ASA (Abbotsford Soccer Association)

Updated May 2024

PART I: POLICY STATEMENT

1. This policy applies to registration fees paid directly to the Abbotsford Soccer Association (ASA) either online or in person.
2. The principle behind ASA'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.
3. ASA commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
4. All credit or refund requests must be made in writing to the ASA office by the individual paying the fee(s). Refund requests should be sent to info@abbotsfordsoccer.com and include
 - a. Parent Name
 - b. Player Name
 - c. Player Date of Birth
 - d. Program Name
 - e. Reason for Withdrawal
 - f. Any other pertinent information.
5. The final amount of any credit or refund will be at ASA's discretion or, in special or extenuating circumstances, at the discretion of the ASA's Board of Directors.
6. ASA shall not be responsible for any monies paid to a team, team coach, or team official and ASA shall not entertain requests for any such refunds.

7. ASA 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.

PART II: ASA DEVELOPMENT/ACADEMY PROGRAM REFUND POLICY
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1. Requested credits or refunds will be processed minus fees for Club administration \$70.00 Plus player insurance and uniform (if applicable).
2. A fully paid registration fee shall be refunded in the event ASA is unable to field a team or provide a suitable program alternative. No administrative fee shall be charged in these cases.
3. For refund requests due to medical reasons, please refer to PART IV: SEASON-ENDING INJURY REFUND POLICY.
4. If any of the following has occurred, a refund will not be issued:
 - a. The player has been placed on a team.
 - b. The player quits the team/program to which they have been assigned.
 - c. The player is dismissed for disciplinary reasons.
 - d. Refund request is received after the final cut-off date of the respective season;
 - i. Fall Season cut-off date: July 15th
 - ii. Winter Season cut-off date: Dec 1st
 - iii Spring Season cut-off date: March 1st
5. Any amounts owed to the Club (e.g., previous unpaid registration fees or unpaid fines) will be subtracted from the refund before it is issued.

PART III: ASA CAMPS & CLINICS REFUND POLICY

1. There will be no refund of registration fees less than 10 days prior to any Camp or Clinic offered by ASA.
2. Refunds requested prior to the above-stated deadlines will be processed minus an administration fee.
3. A paid registration fee shall be fully refunded in the event ASA is unable to run a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in such cases.
4. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstances that must be presented to and approved by the Board of Directors. Medical documentation may be requested.
5. There will be no refund for a registration fee if a player is suspended or expelled from ASA under the club's discipline policy or code of conduct rules.

PART IV: SEASON-ENDING INJURY REFUND POLICY

1. Requests for credits or refunds in the event a player suffers a season-ending injury during a sanctioned ASA activity or event will be at ASA's discretion and may be referred to the ASA's Board of Directors.
2. The credit or refund amount will be considered on a pro-rated basis and must be accompanied by supporting documentation from a medical practitioner and where applicable, an accident report from the coach.
3. The credit or refund amount will be determined as follows:
 - a. Requests submitted up to the day before the start of the season for which the player is registered will be credited/refunded, in full, minus the associated fees outlined in PART II (1).
 - b. Requests submitted prior to December 31st will be credited/refunded 50% of the applicable registration fees minus associated fees outlined in PART II (1).
 - c. No credits or refunds will be issued after December 31st

PART V: EXTREME WEATHER CONDITIONS

In the event of extreme weather conditions, ASA programs, games, training sessions or other activities may be cancelled if fields or facilities are closed by the City of Abbotsford or other permitting organization. ASA, at its discretion, may also close fields or cancel activities if it is deemed unsafe for players or coaches.

The ASA will not be responsible for refunds or credits if games or practices are cancelled due to extreme weather conditions. The club will make every effort to extend programs if arrangements can be made, however, there is no guarantee that fields/facilities/coaching staff will be available past the program's set dates.