

PFCPOL-4 REFUND POLICY

Effective Date: February 21, 2018
Revision Number: 3
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Policy:

The Board of Directors shall establish or modify the Refund Policy as part of the annual budget.

Pickering Football Club will refund member registration, provided the criterion outlined below is met.

Criteria:

1. PFC initiated refunds, will be issued for programs, divisions, or teams that are cancelled by PFC. Fees outlined in this policy will NOT be deducted in this instance.
2. *Competitive Only*: Member-initiated refunds will be issued only if the request is due to a documented medical condition resulting in a season ending injury and is submitted on the official PFC Refund Request Form, or
3. *Recreational Only*: refunds are available up to 10 business days prior to the season start.

Refunds are subject to:

- An administrative fee, as set by the program budget,
- Any non-refundable DRSA/OS/League registration fees applicable to the participant, and
- Pro-rated game/training fees where applicable.

There will be no refund/transfer for a registration fee if a player is suspended or expelled from PFC under the Pickering Football Club's discipline policy or Code of Conduct rules.

PFC shall not be responsible for any monies paid to a team, team coach or team official and PFC shall not entertain requests for any such refunds.

PFC 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.

For Recreational participants: If equipment/uniform has been used, the applicable uniform fee will be deducted from the amount refunded. Any **unused** equipment/uniform provided for the program/team may be returned to PFC and the uniform fee will not be deducted from the amount of the refund¹.

For Competitive/Elite participants: Requests for Refund must be accompanied by an Ontario Soccer De-Registration form and the participant's player book **for processing**. Participants are subject to removal from the team roster and can no longer train or play with the team.

The Board of Directors reserve the right to over-ride a refund approved by administrative staff.

Process:

1. Submit the Refund Request Form (see Appendix *pfcpol-04* toward the end of this document; available online or at the club) in person or via email to the applicable administrator email address.
 - Recreational Administrator – admin-rec@pickeringssoccer.ca
 - Competitive/Development/Elite Administrator – admin-comp@pickeringssoccer.ca

¹ For PFC programs in effect that enable members to directly order uniforms from our apparel provider, typically a Competitive or Elite program, there will be no uniform rebate given to a member who is withdrawing from the program/team regardless of whether the apparel is used or unused.

2. The Refund Request form and associated documents are reviewed by administrative staff to determine eligibility and the amount of any refund based on, but not limited to:
 - Reason for request
 - Completeness of submission
 - Timing of request
 - Account status/standing
3. Approved cheques will be produced at regularly scheduled PFC Board meetings. Once a Refund Request is approved or denied, administrative staff will correspond via email to the requestor using the contact information we have on file.

Refunds will be issued by cheque and mailed to the address on file for the registrant. Allow 4-6 weeks for processing and mailing.