



# POLICY MANUAL DARTMOUTH UNITED SOCCER CLUB

## Policy & Procedure

Title: Refunds	Number: n/a
Section: n/a	Date Issued: 7 February 2009
Source: Registrar	Issuing Authority: Board of Directors

### POLICY

#### 1. Immediate Withdrawal Requests

Players who pay with a cheque, money order, or cash and who submit written notice of withdrawal within 48 hours of payment, prior to participating in any program-related activity (including tryouts) and before the payment has been processed, will receive a full refund.

#### 2. Cancellation of program by DUSC

If a program is cancelled prior to initiation, full refunds will be provided to registrants. If a program is cancelled after start-up, refunds will be pro-rated.

#### 3. Medical Reasons

If an illness or injury prevents the player from participating further in any program for which they have enrolled, a portion of the fees will be refunded upon request. Following the deduction of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after either the date the written request is received or the date of the illness / injury as per a physician's note.

#### 4. Move out of Area

If the individual leaves the Dartmouth United catchment area and can no longer reasonably participate in a program, a portion of the fees will be refunded upon request. Following the deduction of any administrative, District, Soccer Nova Scotia or other applicable costs that may apply, the refund will be pro-rated according to the duration of the program remaining after either the date the written request is received or the date of the move, whichever is later.

#### 5. Mini Team Play (U3-U8) and Mini & Youth Training Programs

- a) If the refund request is received before the program begins, the registrant will receive a full refund minus the administrative fee.
- b) If the refund request is received within 15 days after the program begins, 50% of the registration fee will be refunded. (Exception: Players who have not registered with Dartmouth United before will receive a full refund minus the administrative fee.)
- c) Refunds will not be issued when requests are received more than 15 days after the program has begun.



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#### 6. Youth League Play (U10 - U18)

- a) If the refund request is received before tryout or balancing sessions begin, the registrant will receive a full refund minus the administrative fee.
- b) If the refund request is received no later than 7 days after the team list is announced, the registrant will receive a full refund minus the minimum payment (specified at the time of registration).
- c) If the refund request is received before the first league game, 50% of the registration fee will be refunded.
- d) Refunds will not be issued when requests are received after the first league game has occurred.

#### 7. Seniors

- a) If the refund request is received before the first league game, the registrant will receive a full refund minus the administrative fee and any applicable costs.
- b) Refunds will not be issued when requests are received after the first league game has occurred.

#### 8. Administrative Fee

The administrative fee referred to in this policy shall be determined by the Board of Directors.

#### 9. Exceptions

Any exceptions to this policy must be approved by the Board of Directors.

### PROCEDURE

1. Submit refund requests in writing (email, letter, or fax) to the the Club office and/or the Registrar. The extent of the refund will depend on the date that the written request is received (unless otherwise specified). Please explain the reason for the request.
2. Refunds:
  - a) Refunds involving cheque or money order payments will be issued after the payment has been cleared through Dartmouth United's financial institution.
  - b) Refunds involving on-line credit card payments will be issued by cheque after Dartmouth United has received notification of the approved credit card payment from the online registration system.

### HISTORICAL DATES

Revised February 7, 2009