



Beaumont Soccer Association

F001 – Cancellation, Withdrawal and Refund

Adoption Date : January 18, 2024

Revision No : 1

Policy Type				
Administrative	Board	Financial	HR	Technical

1. Definitions

- 1.1. **'Cancellation'** refers to the cancellation of a registration in progress.
- 1.2. **'Withdrawal'** refers to when a player no longer wishes to be a registered with BSA but has completed the registration process including providing payment of registration fees and deposit cheques.
- 1.3. **'Relocation'** refers to where the player has had to relocate outside of the BSA Zone.
- 1.4. **'Medical'** refers to an injury or other medical reason, confirmed by a doctor's note that will prevent the player from completing the season.

2. Policy

- 2.1. **Cancellation:** If a player registration form has been filled out, but payment of the registration fee and the volunteer deposit cheque have not been provided within 48hrs of the close of registration, the registration will be cancelled without further notice. If the player wishes to continue with the registration, they will have to re-register as a Late Registrant and a Late Fee of \$50 per registrant will apply.
- 2.2. **Withdrawal:** If a player has completed the registration process and they wish to withdraw, they must submit an email to admin@beaumontsoccer.com. Reasons for withdrawal may include **relocation** or **medical** reasons. Should a player withdraw for these reasons, a prorated refund will be issued, once acceptable documentation is provided (proof of change of address, doctor's note). Refunds will be processed within 30 business days. Refunds will be returned to the original form of payment.
 - 2.2.1. If a player chooses to withdraw from the program voluntarily, **NO** refunds will be offered. Volunteer requirements still need to be fulfilled regardless of time of withdrawal. *If the volunteer commitment is not fulfilled, the volunteer deposit cheque is forfeited.*
- 2.3. **Refund:** If the player meets the requirements to receive a Refund, the Prorate is as follows:

- 2.3.1. Less than half the season played (total number of games in season divided by 2, not including practices or technical sessions): 50% of total registration, less a \$50 processing fee. Volunteer deposit cheque is returned.
- 2.3.2. More than half the season played (total number of games in season divided by 2, not including practices or technical sessions): **NO REFUND WILL BE GIVEN**. Volunteer deposit cheque is returned.

3. Change Control

Change Description	Approved on Date
Updated policy to new policy template	January 18, 2024 – WS
Update current Cancellation, withdrawal and refund policy	April 7, 2024
Move from ops to financial	April 7, 2024