



## Refund Policy

(Updated September 1<sup>st</sup> 2023)

The Soccer Club of Toronto (SC Toronto) adheres to a strict refund policy and this policy applies to registration fees paid directly to SC Toronto either online or in person.

### RECREATIONAL PROGRAMS

1. Registration refund requests that are received 30 days prior to uniform distribution day will be subject to a \$50 club administration.
2. There will be no refund or transfer of registration fees within 30 days of uniform distribution day or thereafter.
3. If a player needs to withdraw due to medical reasons prior to 30% of completion of the program:
  - The paid registration fee shall be partially refunded (pro-rated), minus the club administration fee, for medical reasons within 7 days of the injury occurrence. Medical documentation to support to the claim must be provided.
  - No refund will be given if more than 30% of the program has been completed.

### COMPETITIVE & DEVELOPMENT PROGRAMS

Refunds are issued in limited circumstances only:

1. If the team does not continue to operate and no suitable alternative is found within the club for the player.
  2. If the player suffers a major injury which prevents the player from participating in 30% or more of the season's activities.
    - Must be reported in writing within 7 days of the injury being diagnosed.
    - Must be supported by medical records as requested.
    - A pro-rated refund will be calculated, less \$75 club admin fee
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- All refund requests must be submitted in writing to the SC Toronto via email to [info@sctoronto.ca](mailto:info@sctoronto.ca). Refund requests sent in any other manner will not be processed.
  - Please allow 4-6 weeks for refunds to be processed.
  - A refund will be issued if SC Toronto is unable to field a team or provide a reasonable program alternative.
  - There is no refund of any fees if a player/team/parent is suspended or expelled from Ontario Soccer or SC Toronto for violation of discipline policies or codes of conduct.
  - There will be no refund if a player or parent disagrees with the player's coach, team or tier placement.
  - Any outstanding debt owing will be applied against any potential refund.
  - No refunds will be issued for sessions cancelled due to severe weather or facility closures.