



Refund & Collections Policy

Surrey United Soccer Club (“Club”) shall apply the following Refund and Collections policy to all player registrations for all Club programming.

Refunds

Fall/Winter season registration refund requests must be made in writing to the Club Registrar prior to July 31st.

Spring season registration refund requests must be made in writing to the Club Registrar prior to March 15th.

No refund will be issued to any player that has accepted a spot on and registered for any Fall/Winter season:

- Development Team
- Metro Team Program
- Select Team Program
- Division 1 Team Program
- Division 2 Team Program

No refund will be issued for any registration deposits or any applicable “Hold My Spot” fee.

Any discounts or credits issued by the Club to any member will be applied to:

- The full payment for registration where registration has been paid in full, or
- The last installment payment for that player’s registration.

No refund will be issued for any BC SPL High Performance Player Academy except in the following cases and in all cases on a prorated basis:

- Season-ending injury as determined by a medical doctor

- Club’s removal of the player from the High-Performance Player Academy
- Player relocates outside of the Greater Vancouver or Lower Mainland Area (Whistler - Chilliwack)

Unless as otherwise noted in the BC SPL player registration agreement, no refund will be issued for any BC Soccer Premier League (BC SPL) season registration fee except in the following cases and in all cases on a prorated basis:

- Season-ending injury as determined by a medical doctor
- Club’s removal of the player from a BC SPL team
- Player relocates outside of the Greater Vancouver or Lower Mainland Area (Whistler - Chilliwack)

Refund requests for any Club program or academy (other than those addressed elsewhere) must be submitted to the Registrar no later than 15 days prior to the first session of the program / academy. There will be no refund for any Club program or academy submitted after this deadline.

No refunds will be issued if games or practices are cancelled due to weather conditions. In the event of extreme weather conditions, the Club will look for every reasonable opportunity to extend sessions if field permits are available, however there is no guarantee that fields will be available

beyond the regular season and field permits are governed exclusively by the City of Surrey.

Refunds may be granted for extraordinary circumstances at the sole discretion of the Club. An extraordinary circumstance would include a season-ending injury or illness and would be on a prorated basis.

Refund Administration

Where a refund is provided, the following shall apply:

- No refund will be issued for the cost of player kit, academy shirt or jacket.
- Refunds are subject to a \$100 administration and merchant fee.
- Any refunds granted for medical reasons will be on a prorated, case-by-case basis upon receipt of written medical information from a registered professional.

Collections and Non-Payment

Where a payment plan has not been established with the appropriate individual identified within this policy, the Club upholds the following principles in respect to the collection of any amounts due and payable to the Club by any registered member:

- Unpaid registration fees are subject to a 1% per month (12% per annum) interest rate

Questions

Questions about this policy may be directed to the Risk Manager: riskmanagement@surreyunitedsoccer.com

after the second week of season play, regardless of season.

- Unpaid registration fees after the first month of any season of play may result in the player being immediately removed from the roster and removed from active status within the District and BC Soccer.
- Unpaid registration fees or payment due on account beyond 30 days from its due date will render the account to be *not in good standing* and registration for Club programs will no longer be made available until such time as the account is brought up to date.

COVID-19 Supplementary Information

Registrants are reminded that registration for all programs in 2021 is being undertaken voluntarily during an on-going global pandemic. As such, all terms and conditions of this policy remain applicable as written however, the \$100 administration and merchant fee will be reduced to \$50 to cover administration and merchant fees for registration refunds resulting directly from any Club program, academy, or season cancellation (in their entirety) directly resulting from restrictions imposed upon the Club by the Provincial health authorities of British Columbia resulting from the COVID-19 pandemic.