



Refund & Collections Policy

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

Season Registration Refunds

Fall/Winter season registration refund requests must be made in writing to the Club Registrar prior to August 15th. No refunds for any Fall/Winter season registration will be provided after this date.

Spring season registration refund requests must be made in writing to the Club Registrar prior to March 1st. No refunds for any Spring season registration will be provided after this date.

No refund will be issued for any registration deposits.

No refund (base or additional team fee) will be issued to any player following acceptance of a spot on and registered for any:

- Development Team / Skill Centre Program
- Metro or Select Team Program
- Division 1 or Division 2 Team Program

Unless as otherwise noted in the BCSPL player registration agreement, no refund will be issued for any BC Soccer Premier League (BCSPL) season registration fee.

Player Academy Program Refunds

No refund will be issued for any BCSPL High Performance Player Academy.

Refund requests for any other Club player academy program (other than the BCSPL High Performance Player Academy above) 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.

Other Refunds

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 those in place at the time of cancellation and field permits are governed exclusively by the City of Surrey.

No refunds will be issued for player conflicts with scheduled training sessions or games. Field allocations from the City of Surrey, registration numbers and overall club scheduling is not complete until August for the Fall/Winter season and the beginning of April for the Spring season. Acceptance of this is included in the member registration process.

Refund Exceptions

Exceptions to the refund of registration fees will be considered in the following cases and in all cases on a prorated basis:

- Season-ending injury as determined by a medical doctor with applicable evidence to support the same; and
- Where a player relocates outside of the Greater Vancouver or Lower Mainland Area (Squamish - Chilliwack)

Refunds may be granted for extraordinary circumstances at the sole discretion of the Club.

Requests for extraordinary circumstance consideration are to be sent to: riskmanagement@surreyunitedsoccer.com.

Refund Administration

Where a refund is available to a member under this policy, 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 between the Club and a registrant, 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 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.

Questions

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