



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

No refund will be issued to any player that has accepted a spot on a roster for the following programs:

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

Further, these players, on acceptance of a roster position in these programs, are committing to pay the Base Season and Select team player fee(s) at the time of acceptance. Any payment plan made available is for convenience only. Any withdrawal from the program without full payment of these fees will not be in financial good standing until the fees are paid in full. No player transfer will be authorized where the player is not in financial good standing.

No refund will be issued to any community player after:

- Fall Season: July 31st
- Spring Season: March 1st

All season registration refunds before these dates are subject to a nonrefundable \$100.00 administration and merchant fee. No refund will be issued for any player kit, academy shirt or jacket. All club -owned jerseys must be returned within five (5) days of withdrawal or an additional \$50.00 charge will be incurred and owed to the Club.

Academy Program Refunds

No refund will be issued for any Academy Program registration where requested less than ten (10) days prior to the Academy Program start date. Academy Programs include, but are not limited to:

- Future Prospects
- SUDA Player Development Academy
- Speed & Quickness Academy
- Athletics Program
- Goalkeeper Academy
- Super Soccer (Adaptive) Program
- Summer Nights Games Program

There are no refunds for any player accepting a spot in the BCSPL High Performance Player Academy Program.

All Academy Program refunds are subject to a nonrefundable \$25.00 administration and merchant fee. No refund will be issued for any player kit, academy shirt or jacket.

Camp Refunds

No refund will be issued for any Camp registration where requested less than ten (10) days prior to the Camp start date. Camps include, but are not limited to: Spring Break, Summer, Winter Break Camps, Pro D Day Camps.

All Camp refunds are subject to a nonrefundable \$10.00 administration and merchant fee.

Refund Exceptions

The following exceptions may be available for refund requests on the final determination of the Club and in all cases, on a prorated basis.

- Season-ending injury as determined by a medical doctor - a doctor's note must be provided
- Club's removal of the player from a BC SPL, Metro/Div 1, Development, or Select team
- Club's removal of a player from the BC SPL High Performance Program
- Player relocates outside of the Greater Vancouver or Lower Mainland Area (Whistler - Chilliwack)

No refunds will be issued for scheduling conflicts or other related reasons (i.e., the player cannot make the scheduled games/practices determined for their team) or 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.

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 2% per month (24% 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 will result in the player being immediately removed from the roster and removed from active status within the District and BC Soccer and unable to continue to participate in any programming.
- Unpaid registration fees or payment due on account beyond 30 days from its due date will render the account to be *not in good financial 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 can be directed to the SUSC Risk Manager:

riskmanagement@surreyunitedsoccer.com