



ALBERTA SOCCER ASSOCIATION

The Governing Body of Soccer in Alberta

9023 111 Avenue
Edmonton, AB T5B 0C3

Ph: 780 474 2200
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Alberta Soccer Refund & Withdrawal Policy

Purpose

To set guidelines related to refund and withdrawals from programs directly related to ASA Business.

Authority

The Board of Directors of ASA can amend this policy by motion at an approved meeting of the Board.

Eligibility

This policy will apply to all ASA business with the exception of Provincial Competitions whose policy is outlined in the Provincial Rulebook.

Refund approvals are solely at the discretion of Alberta Soccer.

1. Requests for refund must be submitted in writing (e-mail, fax or written letter) to the department responsible for the product, program or event;
 - a. Player Program – technical@albertasoccer.com
 - b. Coach Program – operations@albertasoccer.com
 - c. Referee Program – programs@albertasoccer.com
 - d. Other Programs – accountant@albertasoccer.com
2. Considerations
 - a. Business Day means 8:30 AM – 5:00 PM
 - b. Requests due to medical reasons may require a doctor's note.
3. All approved refunds are subject to a minimum administration fee as per the below schedule:
 - a. Requests 10+ business days prior to a program or event
 - i. 10% of the registration fee paid
 - b. Request between 5 – 9 days prior to a program or event
 - i. 25% of the registration fee paid or
 - ii. 10% if the vacated spot can be filled by another participant



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- c. Requests between 0 – 4 days prior to a program or event
 - i. 50% of the registration fee paid or
 - ii. 10% if the vacated spot can be filled by another participant
4. Refunds are processed in accordance to how monies were received;
 - a. Payments by Cash, Cheque or Interact are returned by Cheque or EFT
 - b. Payments by Credit Card are returned to the Credit Card.
5. Upon Approval, refunds are processed within 15 business days.

Notable Exceptions

1. If the registration was refused by Alberta Soccer after payment was received, a full refund will be issued with no administration fee
2. If a participant is released from a program for reasons other than disciplinary, a pro-rated refund with no administration fee will be provided.

Alberta Soccer Cancellation Policy

At times Alberta Soccer may be forced to cancel a program due to circumstances beyond our control such as insufficient registration numbers, facility access and/or extreme weather. In the event that your program is cancelled, a pro-rated refund will be processed without administration fees.