



ALBERTA SOCCER ASSOCIATION

The Governing Body of Soccer in Alberta

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TECHNICAL DEPARTMENT WITHDRAWAL/CANCELLATION POLICY

WITHDRAWAL POLICY

Registrants who withdraw from an Alberta Soccer Program with a Request for Refund must adhere to the following to be considered. Refund approvals are solely at the discretion of Alberta Soccer.

1. Requests must be submitted in writing, either by email, fax or written letter to the Technical Programs Coordinator, technical@albertasoccer.com
2. Requests must be received within the approved timelines to be considered.
 - a. *Business day means 8:30am to 5:00pm, Monday to Friday.*
3. Requests due to medical reasons may require a doctor's note.
4. **All approved refunds are subject to a minimum Administration fee equal to 15% of the registration fee paid and up to 25% of the registration fee paid.**
5. Refunds are processed in accordance to how monies were received:
 - a. *Payments received by Cash, Cheque or Interact are returned by cheque.*
 - b. *Payments received by Credit Card are returned back to the card in which monies were received.*
6. Upon approval, refunds are processed within 10 business days.

Approved Timelines	Admin Fee	Reason for Request	Refund
10+ Business Days prior to program start	15%	Medical or Other	Full refund, less Admin. fee
9 -1 Business Days* prior to program start	25%	Medical Reason	Full refund, less Admin. fee
		Other	If vacant space filled – Full refund, less Admin fee If cannot fill space – No Refund
*9-1 Business Days Summer Camps		Other	No Refund
After Program Start	25%	Medical Reason	Pro-rated refund, less Admin Fee
		Other	If vacant space filled – Pro-rated refund, less admin If cannot fill space – No Refund

Exceptions	
Registration for program was refused by Alberta Soccer	Full Refund with no Admin fee
Waitlisted for program and no space offered	Full Refund with no Admin fee
Released by Alberta Soccer from an Excellence program	Pro-Rated Refund with no Admin fee

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 refund will be processed without Administration fees.