



ALBERTA SOCCER ASSOCIATION

LEAD, GOVERN AND EVOLVE

8123 Roper Road NW
Edmonton, AB T6E 6S4



Refund and Program Withdrawal Standard

Purpose

To establish guidelines for the provision of refunds upon withdrawal from Alberta Soccer programs and events.

Application

Applicable to all Alberta Soccer programs and events, excluding Provincial Championships, for which the refund and withdrawal standard is outlined in the annual Provincial Competition Rulebooks.

1. Considerations

- a. All refunds may be approved at the discretion of the appropriate Alberta Soccer Department Lead.
- b. Refund requests due to medical reasons require a doctor's note.
- c. Executive Director may deny refunds on a case-by-case basis.

2. Any person/entity requesting a refund shall submit a written request to the responsible Department Lead at:

- a. Coach program – coaching@albertasoccer.com
- b. Referee program – refs@albertasoccerc.com
- c. Player program – technical@albertasoccer.com
- d. Other – accountant@albertasoccer.com

3. Refunds shall be approved according to the Expenditure Approval Standard and submitted to the Financial Manager for processing.

- a. Refunds shall be processed and issued within 15 business days of submission.

4. Approved refunds are subject to the following minimum administration fees, as a percentage of the original registration fee paid, based on the number of business days prior to the start of the program or event:

- a. Requests more than 10 business days prior – 20%
- b. Requests 5 – 9 business days prior
 - i. 50% where the spot cannot be filled by another participant
 - ii. 20% where the spot can be filled by another participant
- c. Requests 0 – 4 days prior
 - i. 75% where the spot cannot be filled by another participant
 - ii. 20% where the spot can be filled by another participant



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- d. Refunds shall be processed according to the payment method of registration fees received.
 - i. Fees received by cash, debit card or cheque are returned by cheque or EFT.
 - ii. Fees received by credit card are returned to the credit card.

- e. No administration fee shall be charged where registration in a program or event was refused or revoked by Alberta Soccer after payment was received.

- f. No administration fee shall be charged, and a pro-rated amount based on the portion of the program or event attended by the participant shall be refunded where:
 - i. A participant is released from a program or event for reasons other than disciplinary action.
 - 1. No refund shall be provided where a participant is released from a program or event for disciplinary reasons.
 - ii. A program or event is cancelled due to circumstances beyond the control of Alberta Soccer, including but not limited to:
 - 1. Insufficient registration numbers;
 - 2. Facility access;
 - 3. Extreme weather; or
 - 4. Public health restrictions.