



# ALBERTA SOCCER ASSOCIATION

## LEAD, GOVERN AND EVOLVE

11759 Groat Road  
Edmonton, AB T5M 3K6



## 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](mailto:coaching@albertasoccer.com)
- b. Referee program – [refs@albertasoccerc.org](mailto:refs@albertasoccerc.org)
- c. Player program – [technical@albertasoccer.com](mailto:technical@albertasoccer.com)
- d. Other – [accountant@albertasoccer.com](mailto: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.