



ST. JUDE'S FOOTBALL CLUB

Refund Policy

The purpose of the St. Jude's Football Club Refund Policy is to clearly define the circumstances in which participants in our programs will receive a refund or credit of registration fees.

St. Jude's Football Club (SJFC) adheres to a strict SJFC Refund Policy, and this policy applies to registration fees paid directly (either online or in person) to SJFC.

- The principle behind the SJFC Refund Policy is to allow a reasonable period following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club. SJFC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the club if/when a member withdraws.
- All refund requests must be submitted to the SJFC office either in person or via SJFC's office phone number. Refund requests sent in any other manner will not be processed.
- All refunds will be subject to an Administration Fee, which varies by program.
- A full refund will be issued if SJFC is unable to field a team or provide a reasonable program alternative. No Administrative Fee will be applicable.
- There is no refund of any fees if a player/team/parent is suspended or expelled from Ontario Soccer or SJFC for violation of discipline policies or codes of conduct.
- There will be no refund if a player or parent disagrees with the player's coach, team or tier placement.
- Any outstanding debt owing from the player's family account will be applied against any potential refund.

- The final amount of any refund or credit provided will be at the discretion of the SJFC.
- No refunds will be issued for sessions cancelled due to severe weather or facility closures.

When a player is registered, and the appropriate fees are fully paid, a refund or credit may be granted only under the following criteria:

- Prior to the season commencing, a refund is granted, without reason, (minus club administration fee).
- A refund request will only be accepted if submitted two weeks prior to the starting date of the respective program.
- After the season has started, up to and including the second week of play, a pro-rated credit for the next season will be granted.

No refunds and/or credits will be issued after this point in time, except under the following circumstances:

If a player needs to withdraw due to medical reasons prior to 50% of completion of the program:

- The paid registration fee shall be partially refunded (pro-rated credit), minus the club administration fee and equipment costs (uniform, soccer ball), for medical reasons within 14 days of the injury occurrence. Medical documentation to support the claim must be provided.

Note: Where an injury is soccer-related, no refund can be provided as this would cause the insurance coverage to be negated. Such requests will be dealt with on a case-by-case basis.

By registering in a St. Jude's Football Club, you accept the SJFC Refund Policy and financial implications.