



Cambridge Youth Soccer

REFUND POLICY

April 2024

POLICY STATEMENT

- This policy applies to registration fees paid directly to Cambridge Youth Soccer (“CYS”) either online or in person.
- The principal behind CYS’s refund policy is to allow a reasonable period of time following registration for parent/players to withdraw, while still safeguarding the long-term financial stability of the club.
- CYS 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 made in writing to the CYS office by the individual who paid the fee(s) either in person or via CYS online request for refund procedure. Please allow 30 days for refund to be processed.
- An administration fee of 15% will be charged on approved refunds.
- The final amount of any refund will be at CYS’s discretion.
- CYS shall not be responsible for any monies paid to a team, team coach or team official, and CYS shall not entertain requests for such refunds.
- CYS shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refund.

RECREATIONAL/GRASSROOTS LEAGUE REFUND POLICY

- ALL REFUNDS are subject to a 15% Administration Fee.
- Refund received up to the 14 days will be charged the daily prorated amount if the player attended up until that time.
- There will be no refund of registration fees from 14 days after the program start date.
- Please refer to the CYS website for the program start date and refund deadlines.
- Refund requested prior to the above-stated deadlines will be processed, minus the Club’s administration fee.

- A paid registration fee shall be fully refunded in the event CYS is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical note may be required.
- There will be no refund for a registration fee if a player is suspended or expelled from CYS under Cambridge Youth Soccer Club's discipline policy or code of conduct rules.

SKILL CENTER / ACADEMY / OPDL REFUND POLICY

- ALL REFUNDS are subject to a 15% Administration Fee.
- First deposit is non-refundable.
- A paid registration fee shall be fully refunded in the event CYS is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical note may be required.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required)
- There will be no refund of registration fees from 14 days after the program start date for the respective seasons.
- Please refer to the CYS website for the program start date and refund deadlines. The cost of player uniforms and player processing shall be deducted from the refund request. The uniform shall be considered the property of the respective player with the cost being considered as part of the refund request.
- Subsequent to accepting a place in the Skills Center/Academy/OPDL program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach or team.
- There will be no refund for a registration fee if a player is suspended or expelled from OSA / CYS / District under the respective discipline policies or code of conduct rules.

CAMPS & PROGRAMS REFUND POLICY

- ALL REFUNDS are subject to a 15% Administration Fee.
- There will be no refund of registration fees less than 14 days prior to the start date of the program date for the respective camp or program.

- Refunds requests prior to the above-stated deadlines will be processed, minus the Club's administrative fee of 15%.
- A paid registration fee shall be fully refunded in the event CYS is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 of injury occurrence.

CONTACT/FORM

Please scan/email your signed form to clubhouse@cambridgesoccer.ca

Attach [link](#) to Recreational/Grassroots form.

Attach [link](#) to Skills Center/Academy/OPDL form.