

REFUNDS

CSWU REFUND POLICY: Outdoor 2021

Policy Statement: When a player registers for CSWU we guarantee that player placement on a team but will not guarantee a certain level of play. Player placement for CMSA teams will be determined in the evaluation process unless otherwise indicated. Player placement for Grassroots teams is by community or combining communities as needed for numbers.

Refund requests must be received prior to the applicable deadline and must be submitted on the **REFUND REQUEST FORM** posted on our website. All refund requests go to info@cswusoccer.com

Non-injury related refunds	Deadline May 24 th
Injury related (with doctor's note)	Deadline June 1st
Moving/relocating (with proof)	Deadline June 1st

An Administration fee applies and will be deducted from all refunds.

Administration Fee: **Grassroots \$50, CMSA \$100**

There will be **NO** refunds granted or issued after June 1st, 2021

Refund requests must be approved by **the Board of Directors** and will **ONLY** be considered under the following circumstances:

- Request is received in our office prior to the deadline
- For non-injury related requests - the player has not yet been placed on a team
- Change in family circumstances during the season, normally by moving out of the city or country. Proof of relocation will be required, and all fees are pro-rated based on the season
- Injury to a player that they will be medically deemed unable to play for the remainder of the season, accompanied by a doctor's note. Refunds with a doctor's note will be granted based on the admin fee and a pro-rated formula related to games played as dated on the Dr's note
- In the event a program is cancelled due to government mandated restrictions related to the novel coronavirus (COVID-19) there will be no refunds provided. The club will offer full credit for any unused amounts paid toward future programs.

PLEASE NOTE: The timeline for receiving a refund will be 8 to 12 weeks from receipt of the refund request.