



Refund Policy

Policy Statement

1. This policy applies to registration fees paid directly to London – St. Thomas Soccer Club either online or in person.
2. The principle behind the LS Croatia SC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club.
3. LS Croatia SC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.
4. All refund requests must be made in writing to the LS Croatia SC office by the individual who paid the fee(s) in person. Please allow 2-3 weeks for refunds to be processed.
5. An administrative fee of \$50.00 will be charged on approved funds.
6. The final amount of any refund will be at LS Croatia SC's discretion.
7. The LS Croatia SC shall not be responsible for any monies paid to a team, team coach or team official and LS Croatia SC shall not entertain requests for any such refund.
8. The LS Croatia SC 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 refunds.

Refund Policy

1. **ALL REFUNDS** are subject to a \$50.00 Administrative Fee.
2. A paid registration fee shall be fully refunded in the event the LS Croatia SC is unable to field a team. No administrative fee shall be withheld in this case.
3. 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 documentation and LS Croatia SC Incident Report shall be provided.
4. There will be no refund/credit of registration fees from 14 days after the registration deadline for the respective seasons.
5. 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.
6. Subsequent to accepting a place in the Grassroots Development/Competitive/WOSL/MMSL 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.
7. There will be no refund/credit for a registration fee if a player is suspended or expelled from the OSA or LS Croatia SC under the respective discipline policies or code of conduct.



LONDON - ST. THOMAS CROATIA SOCCER CLUB

CAMPS & PROGRAMS REFUND POLICY

1. **ALL REFUNDS** are subject to a \$50.00 Administrative Fee. There will be no refund/credit of registration fees from 14 days after the registration deadline for the respective camp or program.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee.
3. A paid registration fee shall be fully refunded in the event LS Croatia SC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. 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 documentation and LS Croatia SC Incident Report shall be provided.