



NIAGARA FALLS SOCCER CLUB

Refund Policy

This policy applies to registration fees paid directly to the Niagara Falls Soccer Club (NFSC) either online or in person.

The principle behind NFSC'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.

NFSC commits to program expenditures once registration numbers are determined, therefore expenses are not recoverable to the Club if/when a member withdraws.

- All refund requests must be made in writing to the NFSC office by the individual who paid the fee(s) either in person or via email. Please allow 4-6 weeks for refunds to be processed.
- An administrative fee of \$35.00 will be charged on approved refunds.
- The final amount of any refund will be at NFSC's discretion.
- NFSC shall not be responsible for any monies paid to a team, team coach or team official and NFSC shall not entertain requests for any such refunds.
- NFSC 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.

NFSC HOUSE LEAGUE REFUND POLICY

1. There will be no refund/transfer of registration fees 14 days after the program start date.
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's administrative fee.
3. A paid registration fee shall be fully refunded in the event NFSC is unable to field a team 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 NFSC Incident Report shall be provided if the incident was done during an NFSC event.



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5. 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).
6. There will be no refund/transfer of any registration fees if a player/parent/team is suspended or expelled from Ontario Soccer or NFSC for violation of Club/League/District or Ontario Soccer discipline policy or code of conduct rules.

ADULT HOUSE LEAGUE REFUND POLICY

1. There will be no refund/transfer of registration fees (individual) from 14 days of the program start date.
2. Refunds requested prior to the above stated deadline will be processed, minus the Club's administrative fee.
3. Adult players who registered via a team registration should contact the team captain for their refund, not the Niagara Falls Soccer Club.
4. A paid registration fee shall be fully refunded in the event NFSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
5. 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 NFSC Incident Report shall be provided.
6. 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).
7. There will be no refund/transfer of any registration fees if a player/parent/team is suspended or expelled from Ontario Soccer/District/NFSC for violation of Club/League/District or Ontario Soccer discipline policy or code of conduct rules.

TITANS REP/FESTIVAL REFUND POLICY

1. A paid registration fee shall be fully refunded in the event NFSC is unable to field a team. No administrative fee shall be withheld in this case.
2. 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 NFSC Incident Report shall be provided.
3. 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).



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4. 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.
5. Subsequent to accepting a place in the TITANS REP/FESTIVAL 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, team or tier placement.
6. There will be no refund/transfer of any registration fees if a player/parent/team is suspended or expelled from Ontario Soccer /District/NFSC for violation of Club/League/District or Ontario Soccer discipline policy or code of conduct rules.

NFSC - NIAGARA FC OPDL REFUND POLICY

1. Subsequent to accepting a place in the NIAGARA FC OPDL program through the registration and payment process (either for a full time or development player), there will be no refund at any point thereafter if a player or parent disagrees with the player's coach, team issues, position, or other reasons due to this nature.
2. There will be no refund/transfer of any registration fees if a player/parent/team is suspended or expelled from Ontario Soccer /District/NFSC for violation of Club/League/District or Ontario Soccer discipline policy or code of conduct rules.
3. A paid registration fee shall be refunded in the event NFSC is unable to field a team. 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 NFSC Incident Report must be provided.
5. 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).
6. 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.



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JR TITANS ACADEMY CLINICS & CAMPS REFUND POLICY

1. There will be no refund/transfer of registration fees:
 - 7 days after the start of a JTA Clinic
 - 1 day after the start date of the Summer Fun Camp (either the July or August session)
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 NFSC 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 NFSC Incident Report shall be provided.
5. 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).
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from NFSC under the Niagara Falls Soccer Club's discipline policy or code of conduct rules.

Policy Dated: February 17th, 2019

Policy Updated: October 30th, 2022