



## REFUND POLICY

### **Purpose**

BTB Soccer Academy refund Policy describes the process in which BTB Soccer Academy conducts refunds.

The BTB Soccer Academy current policy for fee refunds is no refund once the player/guardian has accepted a position on the team. The only exception to this rule is if there is a medical reason, which has developed since the player accepted a position on the team, which prohibits that player from continuing to play. A letter from a medical doctor must be provided to the club in order to obtain the refund. While we can appreciate that personal circumstances may change, we have set this policy because it is impossible to properly plan and operate as a club without such a policy in place. Withdrawal from a team after accepting a position puts the club and team in the unfortunate situation of not being able to fill the position with another player.

COVID related refunds will be dependent on any training adjustments that occur during the season. Please note that there may be no refund or credit issued depending on the adjustments made.

### **Method of Refund**

Registered participants may choose one of the following options.

- **Donate** fees to BTB Hardship Fund
- **Credit** to be held and used on future registration within the following 12 months
- **Refund** in the manner in which payment was received