

**REFUNDS**

**CSWU POLICY: Refund Outdoor 2019**

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

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 [tammy@cswusoccer.com](mailto:tammy@cswusoccer.com)

Non injury related refunds	<b>Deadline May 10th</b>
Injury related (with doctor's note)	<b>Deadline July 1st</b>
Moving/relocating (with proof)	<b>Deadline July 1st</b>

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

There will be **NO** refunds granted or issued after July 1st, 2019

Refund requests must be approved by the Executive Director 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

**PLEASE NOTE: The timeline for receiving a refund will be 2 to 4 weeks from receipt of the refund request.**