

REFUNDS

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

- 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 November 1st, 2022
- The timeline for receiving a refund will be 8 to 12 weeks from receipt of the refund request.

DEADLINES

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| Non-injury related refunds Deadline | October 1st |
| Injury related (with doctor's note) Deadline | November 1st |
| Moving/relocating (with proof) Deadline | November 1st |

CONDITIONS FOR REFUND

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, 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.

POLICY STATEMENT

When a player registers for CSWU, we guarantee 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.