

# 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/](https://CSWUsoccer.com/forms/). All refund requests go to [info@CSWUsoccer.com](mailto:info@CSWUsoccer.com)

- An Administration fee applies and will be deducted from all refunds.
- Administration Fee: Community \$50, CMSA/AYSL \$100
- There will be **NO** refunds granted or issued after November 1st, 2023
- The timeline for receiving a refund will be 8 to 12 weeks from receipt of the refund request.

<b>DEADLINES</b>	
<b>Non-injury related refunds Deadline</b>	<b>October 1<sup>st</sup></b>
<b>Injury related (with doctor's note) Deadline</b>	<b>November 1<sup>st</sup></b>
<b>Moving/relocating (with proof) Deadline</b>	<b>November 1<sup>st</sup></b>

## CONDITIONS FOR REFUND

**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.

## POLICIES

Calgary South West United Soccer Association (CSWU) adheres to CSWU, CMSA, ASA and CSA Policies. For further details please visit the CSWU website at the link below:

[FORMS - Calgary Southwest United Soccer](#)