REFUND POLICY

Refund requests must be received prior to the applicable deadline using our Refund Request Form sent to info@cswusoccer.com

- An Administration fee will be deducted from all refunds
  - Community - $25
  - CMSA/APDL/Adult - $100
- There will be NO refunds granted or issued after:
  - September 1, 2026 - CMSA, APDL & Adult Programs
  - November 9, 2026 - Community Program
- Approved refunds will be processed within 8-12 weeks from receipt of the request.

CONDITIONS FOR REFUNDS

Refund requests must be approved by Calgary South West United Directors and will only be considered under the following circumstances:

- The request is received prior to the deadline.
- Change in family circumstances during the season, such as moving out of the city/country. Proof of relocation is required, and fees will be pro-rated based on the season.
- Injury to a player who is medically deemed unfit to play as per a dated doctor's note. Refunds with doctor's notes will be granted based on the administration fee and a pro-rated formula related to games played, as dated on the doctor's note. Doctor's note must be provided within 2 weeks (14 days) of the injury.

CREDITS / VOLUNTEER BOND

Volunteer *Credits* - Volunteer Credits hold no cash value and will not be refunded.
Volunteer *Bonds* - If a player is leaving the club and will not be returning, the unused Volunteer Bond may be refunded upon request.

Team Managers and Coaches will receive an additional $50 Volunteer Credit to their account. This credit is treated as a club-funded incentive provided to eligible volunteers and holds no cash value.

PLAYER PLACEMENT POLICY

When a player registers with CSWU, we will guarantee placement on a team, dependent on adequate registration numbers, but will not guarantee a certain level of play. Player placement for Community teams will be determined by community and combining communities. Player placement for CMSA teams (Development and Performance Programs) will be determined by the evaluation process, unless otherwise indicated. If we are unable to provide a team based on registration numbers, we will work to find a spot at a neighbouring club.