



REFUND POLICY

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SOMMAIRE

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INTRODUCTION

The Aylmer Soccer Club (CSA) has created this policy to regulate refunds and to inform members of the rights they have for these claims. This policy was drafted in accordance with the regulations of the Office de la protection du consommateur du Québec.

At any time, you can cancel your registration. Depending on when you ask for a refund, fees may apply.

CANCELLATION BEFORE PRACTICES BEGIN

If you cancel your registration before the start of practices, you will be refunded in full. Only the online registration fees won't be refunded. If you have already received your equipment, you will be charged a fee according to the following chart:

Complete PRIMO outfit (jersey, shorts, socks): \$ 25

Complete PUMA outfit (jersey, shorts, socks): \$ 55

For registrations paid by Interac, the \$4 transfer fee paid in addition to the registration fee is not refundable.

CANCELLATION AFTER PRACTICES BEGIN

The Aylmer Soccer Club collects for the Outaouais Regional Soccer Association the affiliation fees for the season. These fees are transferred in full to Soccer Quebec. The reimbursement of these costs is subject to the regulations of the Regional Association. If the club is refunded, you will be refunded, if the fees are not reimbursed by the Regional Association, they will be withheld. For the period 2023 here is the table of membership fees provided by Soccer Outaouais:

Membership fees: **\$60 per year.**

If the practices have started, will be withheld by the Aylmer Soccer Club:

- Membership fees to Soccer Quebec, if any, as specified above.
- The service fee applied by the online registration platform or the \$4 fee for Interac transfers;
- The practices that were organized up to the date you filled for a refund.
- The costs corresponding to the equipment received according to the above-mentioned chart.

In accordance with the legal provisions and as a penalty, a sum that corresponds to the smallest of the following amounts: \$50 or 10% of the price of the remaining practices on the date of your application will be charged.

HOW TO CANCEL YOUR REGISTRATION

To cancel your registration for a club program, you must complete the online refund request form **by clicking here.** Your request will be processed as soon as possible. If you paid by credit card, the refund will be credited to the credit card used to pay for the online registration. Refunds for monies received by the SHA by Interac transfer are made by bank check sent by postal mail.