



REFUND POLICY

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SOMMAIRE

INTRODUCTION	3
CANCELLATION BEFORE PRACTICES BEGIN	3
CANCELLATION AFTER PRACTICES BEGIN	3
HOW TO CANCEL YOUR REGISTRATION	4



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.

You may cancel your registration at any time. Depending on the date you make your request, fees will 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): \$ 35

Online Registration: The service fee charged by the service provider for online registration will not be refunded.

Interac transfer fee: \$ 4

CANCELLATION AFTER PRACTICES BEGIN

The Aylmer Soccer Club collects for the Outaouais Regional Soccer Association the affiliation fees for the season. These fees are paid in full to Soccer Quebec. The reimbursement of these fees is subject to the rules of Soccer Outaouais. If the club is reimbursed, you will be reimbursed, if the fees are not reimbursed by Soccer Outaouais, the CSA will not reimburse you. For the 2022 season, the affiliation fees charged by Soccer Outaouais are: **55\$**

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

- Membership fees to Soccer Quebec, if any, as specified above.
- The bank fee 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.



For a player who took the fall/winter season at the beginning of the season registration and decides to remove a period (for example: winter). The refund will be calculated from the price of the half season.

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.