CLUB DE
SOCCER AYLMER

POLITIQUES

REFUND POLICY

Effective date: **October 2026**

Approved by the Board of Directors: **Août 2026**

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INTRODUCTION

The Club de Soccer Aylmer (CSA) has created this policy in order to provide a framework for refund requests and to inform members of their rights regarding such requests. This policy has been drafted in accordance with the regulations of the Office de la protection du consommateur in Quebec.

You may cancel your membership at any time. Depending on the date you make your request, fees may apply.

CANCELLATION BEFORE THE START OF PRACTICE

If you cancel your registration before the start of practice, you will be reimbursed as follows:
For registrations paid via the online registration platform:

The following will be deducted from the registration fee:
- **Platform usage fees** charged by the transaction provider;
- **A $10 administration fee** for processing the refund request;

For registrations paid by Interac :
Will be deducted from the registration amount:
- **The $4 transfer fee** paid in addition to the registration fee;
- **An administrative fee of $10** for processing the refund request;

Regardless of the registration method used, if you have already received equipment for the season, equipment fees will be deducted according to the following schedule:

Full ELLETO kit (U4 TO U8): **$25**
Full ELLETO kit (U9 AND UP): **$30**

CANCELLATION AFTER THE START OF PRACTICE

The Club de Soccer Aylmer collects affiliation fees for the season on behalf of the Association Régionale de Soccer de l'Outaouais. These fees are paid in full to Soccer Québec. Reimbursement of these fees is subject to Soccer Outaouais regulations. If the club is reimbursed, you will be reimbursed; if the fees are not reimbursed by Soccer Outaouais, the CSA will not reimburse them. For the 2026 season, the affiliation fees requested by Soccer Outaouais are : **74$**

If practices have begun, you will be retained by the Aylmer Soccer Club:

- Soccer Québec affiliation, if applicable, as specified above;
- **The service fees applied by the online registration platform or the $4 fee for Interac transfers**;
- **An administrative fee of $10** for processing the refund request;

- The share of practice weeks organized by the CSA on **the date your reimbursement request is received**;
- **Fees for equipment received**, according to the above-mentioned schedule;

In accordance with legal provisions and as a penalty, an amount corresponding to the lesser of $50 or 10% of the price of the remaining weeks of practice at the date of your request for reimbursement will also be withheld.

For a player who has registered for the fall-winter season at the beginning of the season and decides to remove a period (e.g. winter). The refund will be calculated on the basis of the half-season price.

DAY CAMP CANCELLATION (SPRING BREAK)

CS Aylmer will refund registration fees for the spring break day camp, provided that the refund request (complete the online form) is submitted before the start of the camp week and after the following deductions have been applied:

A $10 administrative fee for processing the refund request;
A $4 Interac e-Transfer fee.

To receive a refund, the refund request form must be properly completed and submitted before the start of the week in question.

Once the camp week has begun, no refunds will be issued under any circumstances.

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 quickly 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 registrations paid by Interac transfer will be made by cheque sent by post.