



## **Refund Policy and Player Release Policy**

We value our participants and understand that circumstances can change. Below is our refund policy to ensure clarity and fairness:

### **1. Refund Before the First Practice:**

- Participants who request a refund before the first practice will receive a refund of their payment, less a \$30 administrative fee.

### **2. No Refund After the First Practice:**

- Once the first practice has taken place, no refunds will be issued.

### **3. Special Circumstances:**

- Exceptions may be made for participants who:
  - Sustain an injury that prevents further participation happened during the club activity:
    - If the injury occurs before June 15th, the participant will be eligible for a 50% refund, minus the administrative fee.
    - If the injury occurs on or after June 15th, the participant will not be eligible for a refund.
  - Relocate outside the city. (To be agreed mutually)
  - Family emergency, medical conditions or any other special circumstances will be reviewed on a case by case basis.
- In such cases, supporting documentation (e.g., a doctor's note or proof of relocation) must be provided to consider the refund request.

### **4. Refund for Canceled Programs:**

- In the event that the program or a team is canceled by us due to low registration, pandemic or any reason beyond the club control, participants will receive a full refund with no administrative fees deducted.

### **5. How to Request a Refund:**

- Refund requests must be submitted in writing at: [info@westmountsoccer.org](mailto:info@westmountsoccer.org)
- Please include the participant's name, reason for the refund request, and any required documentation.

### **6. Processing Time:**

- Approved refunds will be processed within 3-5 business days.

## **Release Fees:**



4795 ST CATHERINE WEST #203  
H3Z 1S8



514-316-2542



[INFO@WESTMOUNTSOCCER.ORG](mailto:INFO@WESTMOUNTSOCCER.ORG)



- If a player requests to be released from the club, they must pay \$30 in release fees plus a \$30 administrative fee.

By registering, participants agree to abide by this refund policy.

- Please note that all soccer Canada, Soccer Quebec and Lac St Louis affiliation fees are not refundable total of 44.30\$
- Other items in the store like bags, training jerseys or Q zip training tops aren't refundable.



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