

Mahone Bay United Registration policy (October 2025)

Introduction

This policy is intended to provide details on the Mahone Bay United (hereafter “MBU”) registration process including details of the criteria and timelines for refunds in the event of cancellations and withdrawals. MBU recognizes that circumstances change, and members may choose or need to reconsider their decision to register for MBU programs. However, MBU makes decisions incurring financial commitment (e.g. staffing, team composition, facility bookings) based on player registration.

Club Registrations

- Every player is responsible for their own registration and payment of fees.
- Once a player registers with MBU, only then will they be registered as an official player with any governing body we are affiliated with. If this has occurred after the start of the season, it may affect their ability to be registered and play, depending on the league rules (this situation is most applicable to competitive soccer).
- MBU seeks to provide to barrier free access to all its programs
- MBU does at times have a waitlist for our programs. Participants should register early to avoid this potentially occurring. Please see our website or social media pages for registration opening dates.
- MBU, at its sole discretion, may exchange programs for a credit, if there is no impact on the team upon which a player is registered, and there is good merit, such as a long-term injury, or changing programs that are a better fit for the participant. If this scenario occurs, the impacted member should contact our Club president and or administration @ hello@mahonebaysoccer.com.

Refunds

Refunds for Futsal and other Competitive programs and camps:

- Where an evaluation fee is charged the evaluation fee is non-refundable
- **Partial Refund (Full fee minus \$40 admin fee and any incurred costs such as uniform)**
 - If a written refund request is received **before the first official team practice or training session**, a refund will be granted **minus a \$40.00 CAD administrative fee** and any other costs already incurred for the player (e.g., uniform kit).
 - **Partial Refund (50%):**
If the request is received **after team assignment but before the first practice**, a **50% refund** may be issued.

a) In-Season Refunds (After Season Has Started)

- **Pro-Rated Refund (Medical Only):**
Refunds during the season will only be considered for **season-ending injuries or illnesses**. A written request must be submitted to the email listed above. Refunds will be calculated based on the proportion of weeks remaining out of the total scheduled season, minus fixed costs such as uniforms, governing body fees, and administrative expenses.
 - Example: If a season runs for 10 weeks and a medical withdrawal occurs after Week 4, the player may be eligible for a refund equal to 6/10 of the refundable portion of fees.
- **No Refunds for Voluntary Withdrawal:**
No refund will be issued for players who withdraw for personal reasons (e.g., change of interest, schedule conflicts, relocation) once the season has begun.

b) **Refunds WILL NOT be processed under the following conditions:**

Written requests received after June 25th for the summer season / November 25th for the winter season.

- Where a player suffers a season-ending injury, attested to by the attending physician after July 31st for the summer season / December 31st for the winter season.
- Where a player wishes to transfer to another club after MBYSA has registered them with the governing soccer organizations.
- Where a player has been disciplined by one of the governing soccer organizations, the club or has outstanding debts to the club.
- Refunds will not be issued for games cancelled due to weather.

c) **Tryouts and Competitive Teams**

Due to the unique nature of competitive team planning, we must strictly adhere to the following non-refundable policies.

- **Tryout Fees are Non-Refundable.**
If a player does not make a team or declines the offer, no refund is issued.
- **Accepted Competitive Offers:**
Once a player accepts a spot on a competitive team, **no refunds will be issued**. Team budgeting is based on full rosters.

d) **Cancellations Due to Club Action**

- If the club cancels the entire season **before it begins**, a **full refund** will be provided.
- If the season is cancelled **after starting** due to unforeseen circumstances (e.g., public health orders), the club will determine refunds based on the number of sessions held and unrecoverable expenses.

e) **5. Request Process**

All refund requests must be submitted **in writing** to MBYSA@mahonebaysoccer.com and include the following information:

- Player's full name
- Player's date of birth
- Reason for refund
- Supporting documentation, if applicable
- Date of last participation

Refunds will be processed within **30 days** of approval.

Refund requests made from a coach or volunteer on behalf of a player WILL NOT be accepted.

f) Player Releases/Transfers

- High Performance & Competitive players will not be released or transferred until ALL outstanding club fees & team fees have been paid in full.
- A player will NOT be registered for their respective league if outstanding fines or fees have not been paid.
- All returned cheques are subject to a \$40 NSF admin fee. Fines - Players, Coaches, Teams
- Fines incurred by a player, coach or team must be paid to MBU within 10 days of the fine being issued. MBU will not be responsible for the payment of fines, received by players, coaches and teams.

g) Outstanding Fines

- A player will NOT be registered for their respective league if outstanding fines or fees have not been paid.
- All returned cheques are subject to a \$40 NSF admin fee.