



MHYSC Refund Policy

Policy Type: Financial/Administrative

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Approver: MHYSC Board of Directors

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Refund Policy

- This policy applies to registration fees paid directly to Mount Hamilton Youth Soccer Club ("MHYSC") either online or in person
- The principle behind MHYSC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club
- MHYSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws
- All refund requests must be made in writing to the MHYSC office (info@mhyc.org) by the individual who paid the fee(s). Please allow 14 calendar days for refunds to be processed
- An administrative fee of \$40.00 will be charged on approved refunds
- Refunds will be returned to the Credit Card on file that was used for purchase
- If the purchase was made by Etransfer, the club will issue a cheque for the refund
- The final amount of any refund will be at MHYSC's discretion
- MHYSC shall not be responsible for any monies paid to a team, team coach or team official, and MHYSC shall not entertain requests for any such refunds
- MHYSC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds

YOUTH HOUSE LEAGUE REFUND POLICY

- ALL REFUNDS are subject to a \$40.00 Administrative fee
- CREDITS are not subject to a \$40.00 administrative fee
- There will be no refund/credit of registration fees from 14 calendar days after the program start date
- Please refer to the MHYSC website for the program start date and refund/credit deadlines
- Refunds requested prior to the above-stated deadlines will be processed, minus the Club's administrative fee
- A paid registration fee shall be fully refunded in the event MHYSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of a MHYSC event. Medical documentation and MHYSC Injury Report Form shall be provided if injury happened at a MHYSC event
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required)



- There will be no refund/credit for a registration fee if a player is suspended or expelled from MHYSC under the Mount Hamilton Youth Soccer Club's discipline policy or code of conduct rules
- The full uniform including shirt, shorts, and socks must be returned in order to receive your refund/credit

GRASSROOTS DEVELOPMENT / COMPETITIVE

Refund Policy

- A paid registration fee shall be fully refunded in the event MHYSC is unable to field a team. No administrative fee shall be withheld in this case
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation and MHYSC Incident Report shall be provided
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required)
- There will be no refund/credit of registration fees once first payment is collected or paid
- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of a MHYSC event. Medical documentation and MHYSC Injury Report Form shall be provided if injury happened at a MHYSC event
- Please refer to the MHYSC website for the program start date and refund/credit deadlines
- Subsequent to accepting a place in the Grassroots Development/Competitive program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach or team
- There will be no refund/credit for a registration fee if a player is suspended or expelled from the Ontario Soccer, Hamilton Soccer or MHYSC under the respective discipline policies or code of conduct

CAMPS & PROGRAMS REFUND POLICY

- ALL REFUNDS are subject to a \$40 Administrative fee
- CREDITS are not subject to a \$40 administrative fee
- There will be no refund/credit of registration fees less than 14 calendar days prior to the start of the program date for the respective camp or program
- Refunds requested prior to the above-stated deadlines will be processed, minus the Club's set administrative fee
- A paid registration fee shall be fully refunded in the event MHYSC is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case



- A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 calendar days of injury occurrence. Medical documentation shall be provided if the injury happened outside of a MHYSC event. Medical documentation and MHYSC Injury Report Form shall be provided if injury happened at a MHYSC event

Revision History

Rev. #	Date	Revisor	Comments
0	February 22, 2022	Carl Horton	New Document
1	October 16, 2023	Carl Horton	Grassroots/Competitive Refund Policy. 4 th Bullet: Removal of "There will be no refund/credit of registration fees from 14 calendar days after the program start date for the respective seasons" Replaced with: "There will be no refund/credit of registration fees once first payment is collected or paid"