

Tracyton Soccer Club

Player Registration Refund Policy

The purpose of this procedure is to outline the Tracyton Soccer Club's (TSC) process for correctly conducting a player refund this would include but not be limited to a parent/guardian* of a player requesting a refund or a coach requesting to drop a player from a team.

Parent/Guardian* of a player requests a refund:

1. The player's parent/guardian must submit a written request for a refund. The TSC Registrar will retain this request for one season. This request may be done:
 - a. via an e-mail to the Registrar.
 - b. written note mailed to TSC, attention: Registrar.
2. If the request is made prior to the first game of the season:
 - a. A refund of the fees paid less a \$10.00 per player recovery fee** will be made to the requesting person.
3. If TSC has paid any cost associated with the player prior to the request for refund:
 - a. ***Anytime during the current season:*** Those total player costs will be deducted from the refund in addition to the recovery fee.
 - b. If one of the costs, was for the player's US Club passcard the player will retain the US Club passcard.
4. If the request is made following the first game:
 - a. No refund will be made except in the event of extenuating circumstances.

Coach requests to drop a player from a team:

1. The Recreational/Select coach must submit in writing to TSC the reasons for dropping the player. This information will be submitted to the TSC Registrar for retention and the TSC Board for approval. Other solutions may be offered by the Board to the parent(s)/guardian(s) of the player (different team, different age level, etc...).
2. If the coaches (Select only) request is prior to the first game (does not need to wait for board approval) and the parent of the player agrees that no other solution can be found:
 - a. If the request is made prior to the first game of the season: A refund of the fees paid less a \$10.00 per player recovery fee** will be made to the requesting person.
 - b. If a released player was part of a family maximum fee payment, the released player is the last player enrolled for that family. A total refund amount will be calculated by the Registrar incorporating the effects of the family maximum discount for that player. A credit card refund of the calculated registration paid less a \$10.00 per player recovery fee will be made to the person who originally paid the player's registration fees to TSC for that season.

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3. If the Recreational/Select coach's request is made following the first game, TSC Board approval is required. If no solution can be found between TSC and the parent/guardian (I.E. different team, different age level, etc...):
- a. A refund of 50 percent of the registration fee paid will be refunded to the person who originally paid the player's registration fees to TSC for that season.
 - b. If a coach's request to release a player was part of a family maximum fee payment: The released player is assumed to be the last player enrolled for that family. A \$10.00 recovery fee will be deducted from the total paid in for that player and then refunded to the person who originally paid the player's registration fees to TSC for that season.

*The person (Parent/Guardian) receiving a refund of player registration fees from TSC for the season must be the person who paid the registration fees for that player for the season. If someone other than the person who paid the registration fees is the 'requesting' party, that person (upon making the request for refund to TSC) must provide written consent from the party who originally paid the registration fees.

**Recovery fee – An amount collected to cover the costs of the initial registration fees, for example, Bonzi player fees.