



## WINNIPEG SOUTH END UNITED (WSEU) SOCCER CLUB

April 23, 2012

### **SUBJECT: Refund Policy**

#### **Objective**

WSEU Premiere Developmental (PD) and Premiere (PR) players represent Winnipeg south end district youth soccer at its highest level.

Players and/or parent/guardians do *not* get to choose which team they wish to play on, nor do they get to choose which coach they wish to play for. This decision is solely at the discretion of WSEU Club Head Coach and the Assistant Head Coach, and at times, in consultation with WSEU Team Coaches.

District level soccer differs from recreational (community club) level soccer, and WSEU stresses that not getting to play with friends, etc. is *not* a valid reason for any refund from our programs. Recreational house league programs may accommodate these types of requests, but WSEU does *not*.

#### **Refund Consideration #1: Move**

WSEU will consider refunding programs fees to DL and PR players who are unable to complete their program because they are moving out of Winnipeg based on the following:

1. Within two (2) weeks of the player becoming unable to play due to a move out of Winnipeg, a request for refund along with proof of move, shall be made in writing, dated and delivered to:

WSEU Office Manager  
Unit 8-10 McGillivray Place  
Winnipeg MB R3T 1N4

2. The written and dated request must clearly state the delineating reasons for requesting a refund including the date of the player becoming unable to play due to the move.
3. WSEU's Office Manager will report all refund requests to the WSEU Executive for their action.
4. WSEU Executive shall have the sole discretion to approve or decline any refund.
5. Any request made after this time frame will *not* be guaranteed any refund or consideration, and it is at the sole discretion of the WSEU Executive.
6. All decisions made by WSEU Executive are final.



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### Refund Consideration #2: Season Ending Injury

WSEU will consider refunding program fees to DL and PR players who are unable to complete their program because they have sustained a season ending injury based on the following:

1. Within two (2) weeks of the player becoming unable to play due to a season ending injury, a request for refund shall be made in writing, along with a doctor's certificate, dated and delivered to:

WSEU Office Manager  
Unit 8-10 McGillivray Place  
Winnipeg MB R3T 1N4

2. The written and dated request must clearly state the delineating reasons for requesting a refund including the date of the player becoming unable to play due to the injury.
3. The request *must* be accompanied by a letter from the player's physician indicating the nature and date of the injury as well as the length of time the injury is expected to prevent the player from participating in soccer.
4. WSEU's Office Manager will report all refund requests to the WSEU Executive for their action.
5. WSEU Executive shall have the sole discretion to approve or decline any refund.
6. Any request made after this time frame will *not* be guaranteed any refund or consideration, and is at the sole discretion of the WSEU Executive.
7. All decisions made by WSEU Executive are final.

### Refund Formula

The refundable portion of the program fee, unless otherwise stated, is determined by deducting costs normally recovered through program fees, including administration fees, fees attributable to non-returnable equipment (i.e. uniforms, etc.) and fees paid to outside organizations on behalf of the registered player (i.e. CSA, MSA, WYSA, insurance, etc.). The refund is then pro-rated based on the point in the season that a refund is requested.



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### Pro-Rated Table for Outdoor Season

Time Frame	% of Refundable Portion
Prior to May 1 <sup>st</sup>	75% refundable portion of fees
Prior to June 1 <sup>st</sup>	50% refundable portion of fees
Prior to August 20 <sup>th</sup>	25% of refundable portion of fees
After August 20 <sup>th</sup>	No refund.

### Pro-Rated Table for Indoor Season

Time Frame	% of Refundable Portion
Prior to November 1st	50% refundable portion of fees
Prior to December 20 <sup>th</sup>	25% refundable portion of fees
After December 20 <sup>th</sup>	No refund.

Example:

Player qualifies for refund based on policy and WSEU Executive approval on May 15<sup>th</sup> for the outdoor season, refund calculation as follows:

Amount Paid	\$445.00	
Administration Fee	-\$100.00	
Volunteer Fee	-\$50.00	Volunteer Fee is non refundable
Equipment Uniforms	-\$50.00	
Equipment Practice Kit	<u>-\$25.00</u>	
Total amount that qualifies for refund	\$220.00	

May 15<sup>th</sup> qualifies for 50% refund – net refund = \$110.00