

Refund Policy - Modified for 2021 Outdoor Season

Purpose: This policy is to establish a policy for refunds during 2021 Outdoor Season. Should changes to our regular programming need to be implemented to follow AHS guidelines, the following will apply.

Policy:

1. All refunds for the 2021 Outdoor Season requested before April 30th will be subject to a \$25.00 administration fee.
2. For the U9 – U19 age group, should the season be modified 60% of fees will be retained to cover programming costs; the remaining 40% will be refunded on prorated basis.
3. For the U4 – U7 age groups pro-rated refunds will not be issued for modified programming

PROCEDURE: Refund requests must be submitted by email to: programcoordinator@trsa.ca

All requests must include the following information:

1. Player's name, date of birth, soccer registration age group.
2. Parent or guardian's name, address, postal code, phone number
3. Reason for refund request.

***Refunds requested prior to April 30th may take up to 2 weeks to process.**

*** Should there be refunds due to program modifications those will be issued at the completion of the season, and may take up to 2 weeks to process.**

Players Trying out for SW Sting TRSA as part of the SW EMSA zone and is affiliated with Southwest Sting. Players who intend to try out for Sting should indicate 'Premier/Club Team tryout' on their soccer registration form. Registering with community will ensure a place on a community team if the child is not selected for Sting.

If paying registration fees by cheque, write a **separate cheque for each child** in the family trying out for a Premier or Club team. Cheques will not be cashed till the Sting teams are finalized, and the communities are informed which players are leaving for Sting.

Players who are selected for SW Sting teams will have their registration fee cheque shredded. Families are then responsible for paying Sting directly. Credit card payments would be transferred to Sting if applicable. Parents of players moving to a Sting team are not required to make a refund request as Sting will notify TRSA.

Players Leaving for Competitive Teams other than Sting TRSA is not affiliated with any Competitive, Select or Club program other than SW Sting. TRSA does not receive information about players leaving to join other organizations. TRSA will hold cheque payments for players that marked '**Premier/Club Team tryout**' on their registration form till **April 30**. At that time parents must inform TRSA if their child will play community.