



# Milton Soccer Academy

Your not-for-profit community soccer club

## Refund Policy

<b>No.</b>	O.132.1.1	<b>Title</b>	Refund Policy – COVID-19 during 2021-22 Indoor Season	<b>Type</b>	Operational
<b>Description</b>	This Policy clarifies how and when refunds to registered users of programs offered by the Milton Soccer Academy may, or may not, occur.				
<b>Definitions</b>	A registered user is a parent registering a child, an adult player, a purchaser of Club wares (such as uniforms or balls), or anyone registering for coaching or referee courses offered by the Milton Soccer Academy.				
<b>Acronyms</b>	MSA, Club = Milton Soccer Academy OSA = Ontario Soccer (Association) RtP = Return to Play				
<b>References</b>	<a href="http://www.miltonsoccer.com">www.miltonsoccer.com</a> -> Refund Policy MSA Form F.1.0 Refund Request				
<b>Purpose</b>	To guide registered users, purchasers of Club wares, as well as the Club Administrator, in the eligibility and handling of refund requests.				
<b>Procedure</b>	<p>This policy shall be posted on the MSA website -&gt; Refund Policy AND shall be made an integral part of the registration process, i.e. registrants must acknowledge this Policy during the time of registration. This policy is in addition to the Club's normal Refund Policy.</p> <p><u>Special Refund Policies during 2021-22 Indoor Season related to Provincial COVID-19 measures and any future potential Pandemics:</u> The MSA follows guidance and policies of the municipality, region, province and its provincial governing body, the OSA. The OSA has clearly laid out three stages for return to play (c.f. <a href="https://www.ontariosoccer.net/page/show/5787197-ontario-soccer-return-to-play-guide">https://www.ontariosoccer.net/page/show/5787197-ontario-soccer-return-to-play-guide</a> ). The MSA will refund if governing bodies declare that soccer is moving to Stage 1 or that play is to be stopped due to pandemic measures enacted by provincial, municipal, or public health authorities:</p> <ol style="list-style-type: none"> <li>1. If declaration is made before start of play for an outdoor or indoor program, the entire registration fee is refunded less a \$5 handling fee.</li> <li>2. If declaration is made after start of play, a refund is determined as follows:             <ol style="list-style-type: none"> <li>a. For Youth Indoor programs where a registrant has signed up for a single Indoor program only, refunds are per registrant:                 <ol style="list-style-type: none"> <li>i. \$19 per session for U6 participants and \$27 for U8 and older participants</li> <li>ii. Number of sessions left in season, excluding season-end events</li> <li>iii. Refund amount equals i. multiplied by ii.</li> </ol> </li> <li>b. For Youth Indoor programs where a registrant has signed up for a second consecutive Indoor program, refunds are per registrant:                 <ol style="list-style-type: none"> <li>i. \$15 per session for U6 participants and \$23 for U8 and older participants</li> <li>ii. Number of sessions left in season, excluding season-end events</li> <li>iii. Refund amount equals i. multiplied by ii.</li> </ol> </li> </ol> </li> <li>3. Refunds will be e-transferred to the registrants or team manager's e-mail on record, with the e-transfer password e-mailed to registrants separately.</li> <li>4. Any re-issue of e-transfers due to entering an incorrect password will be less an additional \$5 handling fee.</li> </ol> <p><i>Explanation:</i> Most of a registrant's fee covers "fixed" costs which are incurred prior to season start, such as OSA and administration fees, coaching education, and uniforms. If a season is abandoned due to governing bodies, only "variable" can be refunded, such as field rentals, coaching stipends and referee fees.</p>				



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For Unvaccinated Players:

In the event that the Ontario Government and/or the Town of Milton mandates sometime in the future that all players five years and older need to be vaccinated in order to enter the indoor facility and the player has NOT been vaccinated by the time(s) designated by the Government or Town, the child will not be able to participate until their vaccination status meets the mandated requirements. There will be no refund whatsoever for any sessions missed due to a player being barred from the facility for being unvaccinated.

Contraction of COVID-19 or Any of its Variants:

There shall be no refund for individual sessions in the event that a child contracts COVID-19 or any of its variants and misses sessions due to isolation requirements.

For ALL Refunds:

If payment was made using a credit card, the credit card processing fees will not be refunded.

Contingency for a Delayed Start to Winter Programming:

If the Winter 2022 programming start day of January 9, 2022 is delayed by one, two and/or three weeks, the make-up days will be February 20, March 13 and April 10 respectively.

Last Day for Winter 2022 Program to Start:

In the event that the January 9, 2022 start date is delayed by Public Health, or Government of Ontario/Town of Milton measures, the last date for the start of our program is January 30, 2022. If the Winter programming has not commenced by/on that date, registrants will be refunded their entire registration fee minus a \$5 handling charge.

Contingency for a Town of Milton Closure of the Indoor Facility:

In the event that the Town of Milton closes the Indoor Facility, the make-up days will be February 20, March 13 and April 10. Should the Programming start on January 30, 2022 or the cancelled session cannot be made up, then a refund for each session lost due to a facility closure will be made on or before April 30, 2022.

Date When Winter 2022 Refunds Will be Returned to Registrants by:

The Milton Soccer Academy will process any refunds for the Winter 2022 Program on or before February 21, 2022 in the event of delay or cancellation.

Fee Structure:

Changes to the fees schedule mentioned here are subject to change without notice.

<b>Authority</b>	Club Administrator and Executive of the Board of Directors			
<b>Cost</b>	There is no cost to implement this policy.			
<b>Source</b>	Not Applicable			
<b>Impact</b>	This policy is revenue neutral. It clarifies for registered users their course of action should there be a dispute.			
<b>Rev. date</b>	12/27/2021	<b>Submitted by</b>	Mike Miller	<b>Status</b>   Approved
<b>Attachment</b>	<a href="http://www.miltonsoccer.com/information/refund-policy/">http://www.miltonsoccer.com/information/refund-policy/</a>			