

# **Cancellation and Refund Policy**

#### Prior to the program starting:

- Cancellation and Refund requests must be received, in writing, 30 days prior to the program start date for a full refund, minus a \$50 processing fee.
- Cancellation and Refund requests received, in writing, less than 30 days but *prior to the start* date of the season are refunded 50%, minus a \$50 processing fee.
- Medical exemptions require a (BC) doctor's note, following the same timelines as above, are subject to a \$50 processing fee.
- Requests can be sent to: <u>operations@pathtoprofootball.com</u>

### After the start of the program:

- Cancellation requests must be received in writing. Refunds will not be applicable for any reason including but not limited to: injury, change of coach, change of team, location or time of practice, choosing another sport that conflicts with location or time of practices or games, choosing to stop playing soccer, choosing to play for another club or conflict with school sport.
- Medical exemptions require a (BC) doctor's note, following the same timelines as above, are subject to a \$50 processing fee.
- Financial distress may be considered, upon written request, subject to a \$50 processing fee. We are happy to work with families to find a financial solution to suit.
- On occasion, if the refund deadline has passed, we may offer a credit towards a future program (non-transferable). E.g. Significant Injury or Illness, Unexpected Family Emergency, Relocation etc.
- Requests can be sent to: <u>operations@pathtoprofootball.com</u>
- Program Changes or Cancellation by the Organization
  - If the organization significantly alters the program dates, times, location, or content after the refund deadline, and a participant is no longer able or willing to participate, a make-up session would be offered first, with a credit as an alternative. The player and their family are required to respond within 48 hours to clarify their preference. After this 48-hour period, neither a make-up session nor credits will be offered.
- Force Majeure Events

Events outside the organization's control (e.g., natural disasters, pandemics) that lead to program cancellation or significant disruption may result in a make-up session being prioritized. However, credits could also be offered as an option, especially if rescheduling is anticipated. The player and their family are required to respond within 48 hours to clarify their preference. After this 48-hour period, neither a make-up session nor credits will be offered.



## P2P Break Camp / PSV Camp Refund Policy:

Cancellation requests for a refund must be made in writing to <u>operations@pathtoprofootball.com</u>:

- A \$25 admin fee will be applied to all refunds, per registration/participant
- 45 days or more prior to the start of the camp: Full refund minus a \$25 admin fee
- 30 days prior to the start of the camp: 50% refund minus a \$25 admin fee
- 15 days prior to the start of the camp until the start of the camp: No refund is provided. However, a review can be made on a case by case basis.
- Medical exemptions require a (BC) doctor's note, following the same timelines as above, are subject to a \$25 processing fee.
- Program Changes or Cancellation by the Organization

If the organization significantly alters the program dates, times, location, or content after the refund deadline, and a participant is no longer able or willing to participate, a make-up session would be offered first, with a credit as an alternative. The player and their family are required to respond within 48 hours to clarify their preference. After this 48-hour period, neither a make-up session nor credits will be offered.

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## Why 30 days prior to the program/camp for a full refund?

• Within 30 days of the season starting, we do a lot of behind-the-scenes work; not limited to but including: field booking, confirming coaches, registration of teams with the district, scheduling and uniforms. All of this work takes into account each and every player.

By executing this form, whether on-line or by signature, you agree that you are the registering player's parent/legal guardian and that you have read, understand and are bound by the Agreement terms.

Print Name of Guardian:

Signature:

Signature Date: \_\_\_\_\_

Name of Player: