



REFUND POLICY
PIERREFONDS SOCCER ASSOCIATION

AS OF DATE

January 2026

1. A refund request must be submitted on PSA's Refund Request Form. The form must be duly completed and signed by the member, and sent by email to info@soccerpierrefonds.ca.
2. The acceptance, approval or refusal of a refund request comes solely from Administration. Please note:
 - a. A participant's non-attendance and/or act of advising, verbally or otherwise, instructors/coaches/team managers/technical staff of the intention to withdraw from a program does not constitute a refund request and will have no bearing.
 - b. It is not within the purview of instructors/coaches/team managers/technical staff to confirm the merit of a refund request to a member. All questions to this effect are to be addressed to Administration at info@soccerpierrefonds.ca.
 - c. Administration will acknowledge receipt of a complete refund request within 5 business days.
3. Only the date the refund request is received will be the basis for any refund calculation.
 - a. For the purpose of this policy, the "start date" is the date of the first scheduled session of the program, whether or not the participant attends.
 - b. "Remaining services" are calculated by the number of scheduled sessions not yet delivered as of the date the refund request is received, unless otherwise specified in writing by PSA.
4. The Club Affiliation fee is refundable prior to the start of an activity unless it has already been remitted or committed to non-recoverable costs. After the start of an activity, the Club Affiliation fee is non-refundable.
5. Refunds will only be issued to the individual who made the initial payment and, where possible, to the original payment method. Refund requests are processed within 4-6 weeks, or sooner where required by applicable law.
6. The following circumstances (not limited to) may not qualify for a refund:
 - a. Service interruptions or cancellations due to circumstances outside of PSA's control (including weather conditions, unexpected facility closures, power failures, etc.). PSA will make reasonable efforts to offer make-up sessions or an equivalent alternative. If make-ups are not feasible, refunds/credits will be handled on a pro-rated basis as required by applicable law.
 - b. Personal schedule conflicts and/or training missed by a member due to vacation or other reasons; participation is at the member's discretion.
 - c. Suspension of a member due to disciplinary reasons and/or breach of Club and/or League rules and policies.
7. If a refund request is received prior to the start of the program, the Activity fee will be refunded in full, as well as the Canada Soccer (CSA), Soccer Quebec (SQ) and Regional Association (LSL) Affiliation fees. The Club Affiliation fee will also be refunded unless it has already been remitted or committed to non-recoverable costs.
8. If a refund request is received within 14 days after the start of a program, the member is responsible for paying the following fees, and a refund or charge will be issued to the member accordingly:
 - a. Club Affiliation fee
 - b. CSA, SQ and LSL Affiliation fees, if applicable

c. 100% of the replacement value of equipment received (uniform and/or t-shirt and/or other) as per PSA's published equipment price list. If equipment is returned in new condition within 14 days of the refund request, the equipment charge will be reversed.

d. 50% of: the Activity fee less the value of equipment received.

i. In the case of year-long programs, the Activity fee is the winter training portion of the total registration fee.

9. Refund requests received 15 days or more after the start date of a program will only be considered:

a. if accompanied by a physician's note confirming a medical reason for the participant's inability to continue with the program. Please do not include diagnosis details. Participants who cannot continue due to serious illness or injury supported by a note will be refunded the pro-rated value of the remaining services less full value of any equipment (uniform, training t-shirt, etc.) received and affiliation fees.

b. if accompanied by proof of a move (relocation) outside the region. Participants will be refunded the pro-rated value of the remaining services less full value of any equipment (uniform, training t-shirt, etc.) received and affiliation fees.

c. if mutual agreement between the participant and the club has been reached, in cases where a participant is registered to a year-long program (services provided for two seasons).

10. Nonpayment of fees owed to the club will result in automatic suspension of the member's file.

11. Nothing in this policy limits any rights members may have under applicable consumer protection or civil law. If a member disagrees with a refund decision, they may request a review by Administration within 10 business days of receiving the decision.