



BFC Refund Policy

Members are encouraged to review this refund policy carefully prior to completing registration. All refund requests **must** be submitted [here](#).

The Club follows this *General Refund Guide* when granting refunds. Not every scenario can be described, and as such, **refund amounts are at the Club's discretion**.

General Refund Guide:

FULL Refund: A full refund (subject to minimum 20% administration fee) **may** be granted up to 30 days prior to the commencement of the registration program provided the withdrawal doesn't jeopardize the program's viability or incur *unrecoverable costs*. * A full refund will be provided up to 72 hours after the practice schedule for the respective registered program is published.

PARTIAL Refund: Refunds after commencement of the registration program **may** be granted and if so, will be pro-rated and subject to a minimum 20% administration fee as well as any *unrecoverable costs*. *

FAMILY RELOCATION Refund: Refunds **may** be granted if the participant's family is relocating outside of the soccer district. Refunds of this type are subject to the same guidelines as FULL and PARTIAL refunds.

MEDICAL Refund: Burnaby FC recognizes there are times in a player's career where they may miss a large amount of time due to injury or sickness. Refunds **may** be granted if the participant's physical or mental health precludes their participation in a program. Requests must be accompanied by a doctor's note describing the injury/illness and should include an outlined recovery period. Refunds of this type are subject to the same guidelines as FULL and PARTIAL refunds.

The Club is committed to maintaining the roster spot for the injured/sick player until their return and will not look to replace that player during their injury. If a player is still injured at the start of a season or Phase, the Club is required to charge a minimal fee to cover kit/admin and possible travel costs given the Club is not replacing them on the roster and is foregoing a full registration fee. An adjusted registration fee will be provided for the new season based on when the player returns to training.





BCCSL/Spring Season

Should a player miss at least half of the season they will be entitled to a 50% refund. Any player who misses less than half of the season will not be refunded. If a player is still injured at the start of the season, they will be charged 50% of the registration fee for the upcoming season to a maximum of \$400.

BCSPL

Should a player miss an entire Phase they will be entitled to a full refund (minus a kit/travel/admin fee of \$500). Any player who misses less than an entire Phase will not be refunded. If a player is still injured at the start of the Phase, they will be charged \$500 for the upcoming Phase to cover kit/admin/travel costs).

It is the responsibility of the team head coach to notify their respective TD of any long-term or potential long-term injuries or sickness.

Notes:

Events or circumstances beyond the Club's control (weather, health orders, etc.) will not be considered cause for refund. The Club will look for reasonable opportunities to provide make-up sessions for cancelled sessions, however, there is no guarantee that fields will be available.

- Uniforms / Kit cannot be returned once they have been worn by a player.
- BFC is not responsible for additional money paid directly to team officials for team extras (tournaments, team gear, etc.) or funds raised via sponsorship/fundraising.
- No refunds for suspended or expelled players.
- A full refund will be granted (with no administrative fee) if BFC cannot field a team or provide a suitable program alternative.

* **Unrecoverable Costs:** These are expenses the Club will not be able to recoup, such as uniforms, equipment, governing body fees, photo day costs, and other similar expenses.

Burnaby FC

