



BURNABY FOOTBALL CLUB

Refund Policy

Members are encouraged to review this refund policy carefully prior to completing registration.

All refund requests **must** be submitted to info@burnabyfc.com.

The Club follows this *General Refund Guide* when granting refunds / amounts. 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*. *
- **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*. *
- **MEDICAL Refund:** 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.
- **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.

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 provided to 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) in the event BFC is unable to 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.