

# Refund & Fees in Arrears Policy

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## 1. Policy Overview

AEL FC Canada is committed to operating a fair, transparent, and sustainable registration process. Registration fees are used to secure league entry, facilities, staffing, equipment, and administrative services. As a result, registration fees are non-refundable, except in limited circumstances outlined in this policy. By registering with AEL FC Canada, players and parents/guardians acknowledge and agree to the terms of this policy.

## 2. Non-Refundable Circumstances

Refunds will not be issued under any of the following circumstances:

- Disagreement with a player's coach assignment, team placement, tier/level placement, or any subsequent coaching change.
- Voluntary withdrawal from the club for any reason.
- Transfer to another club.
- Dismissal, suspension, or expulsion of a player due to violations of club policies, Codes of Conduct, or governing-body regulations (including Ontario Soccer and affiliated leagues).
- Missed training sessions, games, tournaments, or club activities for any reason.
- Dissatisfaction with playing time, competition level, or program structure.
- Fees paid directly to a team, coach, or team official.
- Funds raised through team sponsorships or fundraising initiatives.

**All deposits are non-refundable.**

## 3. Outstanding Balances & Member in Good Standing

- Players with outstanding balances are not considered members in good standing.
- A player with unpaid fees will not be released or permitted to register with another club until all outstanding balances are paid in full, in accordance with Ontario Soccer regulations.
- If a player withdraws for any reason while an outstanding balance remains, the balance remains payable in full.

## 4. Fees in Arrears

AEL FC Canada requires all registered players to keep their accounts in good standing throughout the playing season.

- If a player's fees are in arrears for more than four (4) weeks, AEL FC Canada reserves the right to:
  - Suspend the player's participation in all training sessions and games until the account is brought back into good standing.
  - Withhold registration status, team participation, or player release.
  - Enforce the terms of any approved payment plan.

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Reinstatement may occur once all outstanding fees are paid, at the discretion of AEL FC Canada.

### 5. Accepted Refund Exceptions

Refund requests may be reviewed and considered only under the following circumstances:

- Season-ending medical condition, supported by a physician's medical note confirming the player is unable to continue participation.
- Parental or guardian relocation outside of the club's reasonable geographic area that prevents continued participation.

Approval of any refund under these exceptions is at the sole discretion of the AEL FC Canada Board of Directors.

### 6. Refund Request Process

- All refund requests must be submitted in writing via email to [aelfccanada@gmail.com](mailto:aelfccanada@gmail.com)
- Refund requests will be reviewed within 6–8 weeks of receipt and may be subject to further investigation.
- Approved refunds will be issued to the original payor, using the original method of payment where possible.

### 7. Refund Calculation

- Approved refunds will be pro-rated from the date the written request is submitted to the end of the playing season.
- A \$150 administrative fee will be deducted from all approved refunds.
- No refunds will be issued after the half way point of the playing season. \*Dictated by the club\*

### 8. Final Authority

All decisions regarding refunds, arrears, and account status are final. AEL FC Canada reserves the right to interpret and apply this policy in accordance with club governance standards and applicable Ontario Soccer regulations.