



REFUND POLICY

For you and your child to participate in our programs, you must read and agree with this Refund Policy. If you choose not to complete registration thereby agreeing to this document, your child cannot participate in our programs. A Parent of each athlete will need to acknowledge during registration that they have read and understood this policy.

- There will be no refunds/credits/uniforms for players that voluntarily withdraw from our program. The canceling of payment plans will be at the discretion of FC London-London TFC Academy.
- If the program is shut down or suspended for public health reasons, or by other official governing bodies, and we are still required to fulfill our financial contractual obligations, we cannot guarantee a refund or credit.
- No refunds will be issued as a result of changes in Public Health Guidelines that require mandatory vaccinations for facility entry.
- There will be no refunds or credits for missed sessions due to facility closures because of weather conditions or other unforeseen circumstances beyond our control.
- There will be no refunds for missed sessions due to personal scheduling conflicts or extended vacations. Schedules are not always available at the time of registration, and are subject to change. As a result, there will be no refunds or credits due to scheduling conflicts discovered once the schedules are released. FC London-London TFC Academy is under no obligation to accommodate requests to train with other teams or age groups due to scheduling conflicts.
- There will be no refunds for missed sessions due to short-term illness or injury (up to 8 weeks). In the case of long-term absence due to illness or injury lasting more than 8 weeks, partial refunds may be available, and will be determined on a case by case basis by FC London-London TFC Academy. Considerations will include whether the injury was at least in part caused by participation in unauthorized multi-sport activities that are in contravention of the player's contractual commitment to FC London-London TFC Academy. In the case of long-term illness or injury occurring after the deadlines set out below, no refunds will be issued.

- In the event that the program needs to be adjusted and/or shortened due to circumstances beyond one's control, a Force Majeure and/or an unforeseen event FC London-London TFC Academy reserves the full authority to decide whether there shall be pause or extension to programming.
- There will be no refunds due to players and/or parents being removed from our program due to violating our Code of Conduct.

OPDL REFUNDS

- A \$100 Administration Fee will apply to all registration refund requests.
- If a player signs an OPDL Letter of Commitment and then requests a release prior to January 1st any initial payments made will not be refunded. The cost of player training uniforms and player book processing will be deducted from refund requests initiated after January 1st. ALL costs (including training and any OPDL fixed costs) incurred before the refund is requested will be deducted from any returned amounts.
- Absolutely no refunds will be provided after the OPDL Roster Deadline (which is typically April 1st) if a player leaves voluntarily after accepting a spot on an OPDL squad.
- If families have a balance owing to the FC London-London TFC Academy when a player withdraws, a release letter allowing the player to enroll with another OPDL organization will not be issued until those fees are paid and the player's account is in good standing. A monthly 10% fee on the remaining balance will apply, until paid. This is in keeping with OPDL/Ontario Soccer rules.

NON-OPDL REFUNDS (GRASSROOTS, I-MODEL, U20)

- A \$30 Administration Fee will apply to all registration refund requests.
- Registration fees for all non-OPDL teams are non-refundable if a player leaves voluntarily after May 1st after accepting a spot on a FC London- London TFC Academy team.
- The player will NOT be registered with their respective Ontario Soccer league if outstanding fines or fees have not been paid.

PAYMENT PLAN

As a convenience to its members, FC London- London TFC Academy offers payment plans for all programs. The payment schedules break up the overall registration costs into installments. It may be the case that depending on the timing of the withdrawal of a player on a payment plan, there may still be an amount owing to FC London- London TFC Academy. A monthly 10% fee on the remaining balance will apply, until paid.

RETURNED CHEQUES

All returned NSF cheques and missed payments, are subject to an admin fee of \$30.

CIVIL CLAIMS

FC London- London TFC Academy reserves the right to pursue collection of any outstanding debts by way of legal action in the civil courts if the outstanding balance has not been paid after 60 days.