

NSGSC REFUND POLICY

UPDATED: AUGUST 2021

NSGSC is a not-for-profit organization.

This recognizes the need for a more flexible refund policy due to the uncertainty of the COVID-19 pandemic and its impact on the expenses of the Club and the ability for players to fully participate in regular soccer programming as we return to normal playing conditions.

This policy contemplates the following considerations:

- *Return-to-Play protocols for Safe Soccer have increased several operational costs for NSGSC, regardless of whether we have regular games. These include:*
- *Increased fields and field times due to social distancing and capacity restrictions*
- *Increased equipment requirements (cones, balls) for adequate field set-up to allow for distancing and minimal touch*
- *Addition of cleaning and sanitizing materials for proper equipment maintenance and PPE for staff and coaches*
- *Addition of staff hours to manage Safety on-field and training/support*
- *NSGSC commits to some program expenditures well in advance of the season or camp as registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws.*
- *At all times, NSGSC is responsible for safeguarding the long-term financial stability of the club.*
- *Please allow 1-2 weeks for refunds to be processed.*
- *The final amount of any refund will be at the NSGSC's discretion. Refund amounts subject to change based on Return-to-Play updates.*
- *NSGSC understands that unpredictable situations come up suddenly, especially regarding illness/concern from the COVID-19 pandemic. If your situation requires, please email us at registrar@nsgsc.com*

2021 SUMMER CAMPS

Refunds will be processed accordingly based on participation in accordance with Public Health Guidelines on return to play:

CANCELLATION of all CAMPS due to PHO, prior to July 12th	FULL REFUND
Cancellation of Participation for personal reasons:	
Up to 2-weeks prior to the Camp Start Date	82% REFUND
Within 13 Days of the Camp Start Date	NO REFUND

2021/2 FALL YOUTH LEAGUE

While we hope that the 2021/2 Season will have us returning to more “normal” game play, we appreciate that registration, team formations and planning all begin well in advance. Under the current pandemic climate, many things are still unknown and many families may have challenges making and meeting commitments. Because of this remaining uncertainty, NSGSC will continue to offer an amended Refund protocol as we move into the 2021/2 season:

U4-U5

PRE-SEASON = One Month Prior to Session	82% Refund*
• FALL – Prior to August 22	
• WINTER – Prior to December 8	
• SPRING – Prior to March 9	
MONTH 1 = Before the end of the first month of the Session	65% Refund*
• FALL – August 23 – September 30th	
• WINTER – December 9 – January	
• SPRING – Prior to March 9	
IN-SEASON = After the first month of the Session	NO Refund
• FALL – After October 1st	
• WINTER – After February 1st	
• SPRING – After May 1st	

U6-U18

PRE-SEASON = Prior to August 22	82% Refund*
BLOCK 1 = Early-Season. August 23 – September 26	65% Refund*
BLOCK 2 = Fall. September 27 - December 12	40% Refund
BLOCK 3 = Winter. December 13 th onwards	NO Refund

Refunds will be based on 100% of your paid league registration and if applicable Metro or Select, fees.

***EXCEPTION TO PRE-SEASON & BLOCK 1 – For METRO/SELECT players only.**

Metro/Select players who accept a spot with NSGSC are subject to a 60% PENALTY on their League + Metro/Select Fee should they choose to withdraw their placement to *move to another Club* prior to September 26th, 2021.

Refund requests must be submitted via email to both registrar@nsgsc.com and your AGC (Age Group Coordinator) whose e-mail can be found at <http://www.nsgsc.com/clubcontacts>. Please include the player's name, age group, team name, and phone number.

EXCEPTIONS FOR CONSIDERATION - Partial refunds will continue to be given to:

- Injured players (with Doctor's note). (Rate will be calculated based on injury documentation date).
- Wait-listed players will have their registration fees returned if we do not have space.
- At any point during the season (prior to December 15th, 2021) that a U14-U17 Metro Renegades player is invited to move up to BCSPL-MUFC, confirmed by the MUFC TD and Metro Head Coach. (Rate will be calculated based on move date).
- At any point during the season (prior to December 15th, 2021) that a U13 Div 1 Renegades player is invited to move up to BCSPL-NVFC, confirmed by the NVFC TD and Metro Head Coach. (Rate will be calculated based on move date).
- A player's jersey(s) plus shorts must be returned to the team's manager before a refund will be processed.

PLEASE NOTE: Refunds are not provided for cancellations of games or practices due to field closures related to weather.

DEVELOPMENT CENTRE PROGRAMS

The 2020/1 Season will allow participants to pay in-full for the entire season/year or in instalments for each session: Fall, Winter, Spring.

Session fees will be due in full as follows:

- Fall - Before September 7th
- Winter - Before December 18th
- Spring - before March 13th

A cancellation fee equivalent to ONE SESSION will be charged to all refund requests within 14 days of program commencement.

A cancellation fee equivalent to TWO SESSIONS will be applied to all refund requests and the refund will be prorated based on the portion of the Session elapsed, whether participation has occurred or not.

REFUNDS are NOT provided due to cancellations related to weather conditions.

PROSPECT PROGRAMS

The INVITE ONLY Prospects Development Program runs September – March.

Fees will be due in full before September 7th.

Cancellations PRIOR to Thanksgiving weekend

65% REFUND

Cancellations from October 11th – December 5th

40% REFUND

Cancellations AFTER December 6th

NO REFUND

REFUNDS are NOT provided due to cancellations related to weather conditions.