



FEBRUARY 2025

POLICY

REFUNDS & COLLECTIONS POLICY for ALL NSGSC PROGRAMS

NSGSC is a not-for-profit organization.

This policy contemplates the following considerations:

Ongoing inflation, safe sport movements and professionalization have all increased several operational costs for NSGSC. These include:

- Increased fields and limited availability of field times due to increases in participation and innovation of other sports post-pandemic
- New mandatory team equipment requirements (cones, balls) for efficient training
- Addition of a security system after an increase in break-ins and vandalism, to protect our valuable indoor Bubble facility
- Addition of new professional and technically licensed staff to improve player development
- 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.
- NSGSC understands that unpredictable situations come up suddenly, and agrees to work with families on unique cases. If your situation requires, please email us at registrar@nsgsc.com

For the below programs, refund requests must be submitted via email to registrar@nsgsc.com. Please include the player's **name, age group, and program**.

All Refund requests apply to CANCELLATION/WITHDRAWAL of Participation from the program.

2025 SPRING BREAK & SUMMER CAMPS

- ⇒ Up to 2-weeks prior to the Camp Start Date, 82% Refund
- ⇒ Within 13 days of the Camps Start Date, NO Refund

2024/25 ALL DEVELOPMENT CENTRE & CASCADIA PROGRAMS

- ⇒ Within 14 days of program commencement, a cancellation fee equivalent to ONE SESSION will be charged
- ⇒ 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.



2025/26 FALL YOUTH LEAGUE

For ALL Youth League refunds, requests must be submitted via email to *both* registrar@nsgsc.com and your AGC (Age Group Coordinator). Please include the player's name, age group, team name, and phone number.

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

U4-U5

PRE-SEASON = Prior to First Session = 82% Refund*

- FALL – Prior to September 12th
- WINTER – Prior to January 9th

MONTH 1 = Before the end of the first month of the Sessions 65% Refund*

- FALL – September 3th – 28th
- WINTER – January 10th – 25th

After the first month of the Session = NO Refund

- FALL – After September 29th
- WINTER – After January 26th

U6-U10

PRE-SEASON = Prior to August 1 = 82% Refund

BLOCK 1 = August 1 –September 22 = 65% Refund*

BLOCK 2 = September 23 – October 31 = 40% Refund

BLOCK 3 = November 1st onwards = NO Refund

U11-U18

PRE-SEASON = Prior to August 1 = 82% Refund*

(If you ordered a uniform this fee is non-refundable after May 1)

BLOCK 1 = August 1 – September 30th = 40% Refund*

BLOCK 2 = October 1st onwards = NO Refund

Refunds will be based on 100% of your paid league registration and if applicable M/D1or Select fees.

*EXCEPTION TO PRE-SEASON & BLOCK 1 – For **METRO/D1/SELECT** players only.

Metro/D1/SELECT players who accept a spot with NSGSC during team formations in Spring 2025, are subject to a **75% PENALTY** on their League + Metro/D1/SELECT Fee should they choose to withdraw their placement and/or move to another Club at any point after their offer has been accepted and prior to September 30th, 2025. This includes players moving to BCSP not outlined in the rules below specific for NVFC and BFC.



METRO/D1 Players:

- ⇒ At any point prior to December 15th, 2025 a U14 -U17 Div 1 Renegades or Impact player is invited to move to **BCSPL-NVFC**, confirmed by the NVFC TD, NSGSC DoC and D1 Head Coach. (Rate will be calculated based on move date).
- ⇒ At any point prior to December 15th, 2025 that a U18 Renegades player is invited to move to **BCSPL**, confirmed by the incoming Club TD, NSGSC DoC and Metro Head Coach. (Rate will be calculated based on move date).

*EXCEPTION TO PRE-SEASON & BLOCK 1 – **For U6/U7 players only.** U6/U7 families who are new (having never played with NSGSC before) to soccer, and find that the program is not working for their family, may withdraw prior to September 30th and receive an 82% refund.*

*OTHER 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.

COLLECTIONS NOTICE

For players on a pro-rated multiple payment schedule, should they fail to complete payments, they will be contacted by the Registrar on two (2) instances over a 30-day period following the due date of the fees. Failure to communicate with the Club Registrar and/or making mutually agreeable alternate arrangements will result in their suspension from all club programs. Unpaid registration fees after the expiry of the 30-day period may also result in the member being removed from the roster and active status within the District and BC Soccer.

Where a payment plan has not been established between the Club and a registrant, the Club upholds the following principles in respect to the collection of any amounts due and payable to the Club by any registered member:

- ⇒ Unpaid registration fees after the first month of any season of play or development program may result in the player being immediately removed from the roster and removed from active status within the District and BC Soccer.
- ⇒ Unpaid registration fees or payment due on the account beyond 30-days from its due date will render the account to be not in good-standing and registration for Club programs will no longer be made available until the account is brought up to date.