



Bonivital Soccer Club  
100 Sunset Boulevard | Winnipeg, MB | R2M 0X5  
www.bonivitalsoccer.com | 204.691.9029

## **BONIVITAL SOCCER CLUB REFUND POLICY**

### **General Principles and Guidelines**

Bonivital Soccer Club (referred to as BVSC) plans its programs based on the number of players registering for camps, academies and soccer leagues. Commitments are made, staff is hired, facilities are booked, equipment is ordered and teams are formed based on registration numbers – this all involves an investment of money and resources that is not recoverable after a player withdraws.

Fee refunds for players withdrawing from club programs will be granted as per the following conditions and understanding:

1. The request for refund must be made in accordance with the refund deadlines outlined below.
2. BVSC reserves the right to request documentation as proof of claims.
3. A non-refundable \$50 administration fee is deducted from ALL refunds.
4. BVSC will not refund any of the cost related to the purchase of a uniform and/or equipment.
5. "Season Start" is defined as the first scheduled game for the team with which a player is registered.

### **Refund Request Categories**

#### **Refund requests for Indoor/Outdoor league player registration fees prior to season start:**

Refund requests received prior to season start will be refunded in full minus the \$50 non-refundable administration fee.

#### **Refund requests for Indoor/Outdoor league player registration fees after season start:**

Refund requests received within fourteen (14) days of season start will be refunded at 75% of the total fees paid minus the \$50 non-refundable administration fee.

#### **Refund requests for Indoor/Outdoor league player registration fees after 14 day deadline:**

BVSC will not refund any fees paid for players withdrawing beyond fourteen (14) days after season start. Exceptions will be made on a case by case basis on compassionate grounds only (injury, illness, etc.), note that documentation may be required as proof of claim.

#### **Refund requests for Camp registration fees:**

Refund requests received prior to the start of the second day of camp will be refunded in full minus the \$50 non-refundable administration fee.

No refunds will be issued after the start of the second day of camp.



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### **Refund requests for Academy registration fees:**

Refund requests received prior to the start of the first day of academy will be refunded in full minus the \$50 non-refundable administration fee.

Refund requests received after the start of the academy will be issued based on prorating the number of sessions attended vs. the total number of sessions minus the \$50 non-refundable administration fee.

No refunds will be issued for withdrawals made after the halfway point (equal number of sessions completed and remaining).

### **Credit card payment refunds:**

If your fees were paid with a credit card, and you are eligible to receive a refund, your credit card will be credited the amount of the refund within 14 days from the date of your refund request.

### **Non-credit card payment refunds:**

If your fees were paid by a method other than a credit card (cheque, cash, or e-transfer), and you are eligible to receive a refund, you will be refunded by cheque which will be mailed within 14 days from the date of your refund request.

### **Submitting a request for refund**

Please email your refund request to [finance@bonivitalsoccer.com](mailto:finance@bonivitalsoccer.com)

Please be sure to include all relevant information such as:

- Players name and age
- Players team affiliation (if applicable)
- Reason for refund request
- Name and address of person requesting refund

### **Refund requests after deadline dates have passed**

If there are extenuating circumstances requiring you to withdraw from a BVSC program after the refund deadline, there are procedures in place for requesting an appeal to the refund policy.

- Email your statement of appeal to [finance@bonivitalsoccer.com](mailto:finance@bonivitalsoccer.com)
- Ensure that you have included all documents in support of your appeal
- You will be notified of the appeal results within 14 business days of the appeal request