



Bonivital Soccer Club
100 Sunset Boulevard | Winnipeg, MB | R2M 0X5
www.bonivitalsoccer.com | 204.691.8440

BONIVITAL SOCCER CLUB REFUND POLICY

General Principles and Guidelines

Bonivital Soccer Club 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 per the following.

1. All requests for refund must be accompanied by a completed Refund Request form – found under the documents tab on the Bonivital website.
2. The request for refund must be made in accordance with the refund deadlines.
3. Bonivital Soccer Club reserves the right to request documentation and proof of claims stated in the request for refund.

Refund Request Categories

1. Refund Requests for Indoor/Outdoor League Player Registration Fees prior to Season Start

“Season start” is defined as the first scheduled game for the team with which a player is registered. Refund requests received prior to season start will be refunded in full minus a \$50 non-refundable administration fee.

2. Refund Requests for Indoor/Outdoor League Player Registration Fees after Season Start

“Season start” is defined as the first scheduled game for the team with which a player is registered. Refund requests received within fourteen (14) days of season start will be refunded at 75% of the total fees paid.

3. Refund Requests for Indoor/Outdoor League Player Registration Fees after 14 Day Deadline

Bonivital Soccer Club will not refund any fees paid for players withdrawing beyond fourteen (14) days after season start. Exceptions will be made on compassionate grounds only (injury, illness, etc.).

4. Refund Requests for Camp Registration Fees

Refund requests received up to 48 hours before start of camp will be refunded in full minus a \$50 non-refundable administration fee.

Refund requests received after the first day of camp hours before start of camp will be refunded in full minus a \$50 non-refundable administration fee.



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A refund of 50% of fees paid for the camp will be paid on requests made after the start of the first day of camp but before the start of the second day of camp (includes the \$50 non-refundable administration fee). No refunds will be made after the first day of camp.

Refunds for Academies

Fees paid for academies will be refunded in full (minus \$50 administration fee) for all withdrawals made prior to the first session of the academy.

Withdrawals from academy after the first session will be refunded based on prorating the number of sessions attended vs. the total number of sessions.

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

Refund from Credit Card Payments

If your fees have been paid with a credit card, and you are eligible to receive a refund, you will receive a refund back to your credit card approximately 7 days from the date of your request. If the credit card refund cannot be processed because it is past 60 days of the initial payment, you will receive a refund cheque. Refunds made by cheque will be mailed within 30 days of initial request

Refund from Non-Credit Card Payments

If your fees have been paid by a method other than a credit card (check, cash, money order), and you are eligible to receive a refund, you will be refund by cheque which will be mailed within 30 days of your refund request.

Refund Requests after Deadline Dates Have Passed

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

- Complete the Refund Request form found under the documents tab of our website.
- Please ensure you have complied with all instructions required for the appeal
- Please note all refunds are subject to a \$50 administration fee. If your refund request is due to an injury, or other medical/compassionate reason, a doctor's note may be requested.
- Once completed, please mail the Refund Request form to:
Bonivital Soccer Club
100 Sunset Boulevard
Winnipeg, MB R2H 3E2

Allow up to 30 days for processing.