



**EMSA North
Policy**

Number: R_08_2020.01 **Adopted by Board on:** 08.17.2020

Policy Type:					
Structure <input type="checkbox"/>	Objectives <input type="checkbox"/>	Registration <input checked="" type="checkbox"/>	Game Regulation <input type="checkbox"/>	Discipline <input type="checkbox"/>	Security <input type="checkbox"/>

Title: Refund Policy for Indoor 2020/21 – During the Pandemic

A player refund will be accepted and approved as long as it is submitted in writing prior to October 4th to programs@emsanorth.ca less a \$25.00 administration fee. Any requests for refunds after this date will not be provided.

Exceptions to this policy will be:

In the event the player suffers a medical issue that renders them unable to play for the remainder of the season we will pro rate their fees per game and apply a credit to the account for the following season’s registration. Medical documentation will be required.

In the event that the season is cancelled due to government restrictions concerning the pandemic the portion of the fees related to facility rentals and referees will be prorated on a per game per player basis and refunded back to the player.

In the event a team / cohort must isolate due to a COVID related issues any missed games will be made up for at a later date and scheduled through the EMSA Main and Edmonton Soccer Facilities at no additional costs, no refund of fees would be provided for this purpose.

Purpose: To provide information on how refunds will be handled during the Pandemic. A refund request by a parent and not due from government related restrictions has a deadline due to the fact that the organization pays its governing bodies and end users after a certain date based on this commitment of registration by our membership. Those registration fees paid are unable to be refunded back to the zone office after October 5th when teams are declared and formed.