



## FC Laval- Refund Policy

### PREAMBLE

FC Laval is a non-profit organization whose main objective is to encourage well-being through the practice of soccer so that young kids in the region can flourish at the most reasonable price possible.

This policy aims to define reimbursable and non-reimbursable expenses according to specific cases.

### DEFINITIONS:

The following words and expressions, when they appear in this policy, are interpreted according to the definitions attributed to them below:

"Lessons": refers to practices, matches and any other activity offered by FC Laval during a specified period.

"Session": refers to one of the two sessions, either fall-winter, ranging from October to April or spring-summer, ranging from April to October.

### NON-REFUNDABLE FEES

Please be advised that under no circumstances will a refund be granted for the following costs:

- Costs related to ordering equipment, despite a cancellation of registration.
- Membership fees for different institutions

### POLITICS

Cancellation of the registration contract

The participant may, at any time and at his discretion, cancel his registration contract with FC Laval by means of a written notice to this effect to the Club.

Any reimbursement request sent to FC Laval following the cancellation of a registration contract will be processed in accordance with the following statements:

If the participant cancels the registration contract **before the start of the activities**, a full refund will be given from which the equipment costs and membership fees will be deducted. \* If the equipment has not yet been received by the member when requesting a reimbursement, the costs related to the equipment may be reimbursed.

If the participant cancels the registration contract **after the start of the activities**, the calculation of the amount that will be refunded will be established according to the following criteria and from the date of the request for cancellation of the registration contract:

1. The cost of the courses taken will be prorated to the registration price and this amount will be deducted from the amount refunded.

2. A penalty will be applied to the amount refunded. This penalty corresponds to the lesser of the following amounts: \$ 50 or 10% of the price of lessons that have not yet been given". The price of courses that have not yet been given will be prorated to the registration price.

3. Costs related to the equipment will also be deducted from the reimbursed amount, if applicable.

4. Membership fees for FC Laval (\$ 40.00), Association Regionale de Soccer de Laval ARS Laval (\$ 21.06), Soccer Quebec (\$ 6.54) and Soccer Canada (9 .00 \$) **are not refundable** and will therefore be deducted from the refunded amount. The participant can contact ARS Laval, Soccer Quebec, and Soccer Canada directly to obtain reimbursement of their affiliation fees. \* If the membership period has not started and the refund request is made before the start of the season for which the player is requesting a refund, the membership fees may be refunded by the club.

Any course that has taken place (including practices, matches and all other activities related to registration) will not be refunded, even if the participant could not be present.

### **Suspension of activities in the event of Force Majeure**

If FC Laval's activities are forced to be suspended due to the current pandemic or for any other cause of force majeure, the Club will not make any reimbursement until the current session is finished.

At the end of the current session, the Club will assess the situation according to the following scenarios:

- If Club activities have been suspended for a period of **20% or less** of the fall season, no refund will be granted to participants.

- If the suspension of activities represents **more than 20%** of the season, the Club will ensure reimbursements of the portion for which the participants have been deprived of Club services. The reimbursement will be made to the participants following the receipt by the Club of the reimbursement of the cost of the field rental.

### **REFUND REQUEST PROCEDURES:**

To cancel the registration contract, the reimbursement form (available on the website: fclaval.com) must be duly completed and sent to the following email address: [remboursement@fclaval.com](mailto:remboursement@fclaval.com)

The amount that will be refunded will be calculated from the date of receipt of the refund form. A reasonable time should be allowed for the processing of a refund.

All refunds will be issued by check regardless of the payment method used during registration.

The board of directors of FC Laval

I have read and agree to the above refund policy.

Signature : \_\_\_\_\_ Date : \_\_\_\_\_