



## REFUND POLICY

**Purpose** The purpose of this refund policy is to clearly outline the conditions under which refunds will be granted, ensuring fairness and transparency while aligning with the Canada Soccer Club Licensing requirements.

### Policy

1. **No Cancellations or Refunds One Week Prior**
  - There are no cancellations or refunds one week prior to the start date of a program.
2. **Refund Requests Before Deadline**
  - Refunds requested before the above-stated deadline will be processed minus Elite XI Soccer Academy's non-refundable deposit.
3. **Non-Refundable Situations**
  - The remaining fees will not be refunded if a player is suspended or expelled from Elite XI Soccer Academy under the Club's discipline policy or code of conduct rules.
  - There are no refunds for ordered kits.
4. **Medical Refund Requests**
  - Refund requests for medical reasons should include supporting medical documentation from a healthcare provider. These refunds will be subject to CEO approval. The CEO's decision is final.
5. **Processing Time**
  - Approved refunds may take up to 4-6 weeks to process.
6. **Administration Fee**
  - All refunds are subject to an administration fee of 25% for all programs.
7. **Payment Method**
  - Refunds will be made to the same account payment was made. Refund requests for payments made via credit card will be made minus the system's service fee.
8. **Submission of Refund Requests**
  - Please email all refund requests to Jazz Sohal at [jazz.sohal@elitexicanada.com](mailto:jazz.sohal@elitexicanada.com).

## **Collections**

### **1. Payment Plans**

- Elite XI Soccer Academy will work with families to establish a payment plan and support families to ensure a player can participate in the program the player is registered in.

### **2. Leniency Period**

- Families will be given a one-month leniency period to complete payment if payment is overdue.

### **3. Deregistration**

- If no consensus has been reached after the leniency month regarding a future payment plan, the player will be deregistered and not permitted to continue training.

## **Compliance and Review**

- Ensure all refund and collection activities comply with applicable laws, regulations, and Canada Soccer Club Licensing requirements.
- Review this policy annually to ensure its effectiveness and alignment with the club's goals and regulatory requirements.

**Approval** This refund policy is approved by the CEO of Elite XI Soccer Academy