

Northwest FC Refund policy proposal

Purpose

The Northwest FC Club Fee Refund Policy defines the circumstances under which Northwest FC (NWFC) will grant a refund of NWFC Club fees. The NWFC Club Fee Refund Policy also outlines the steps that must be taken when requesting a refund of NWFC Travel Club fees. It is important to note that this Policy does not address any other fees associated with NWFC Travel soccer (for example, team specific fees, uniforms, etc.).

The goal of the NWFC Club Fee Refund Policy is to ensure the continued financial solvency and efficient operation of NWFC and its Travel teams and the fair and equitable granting of requested NWFC Club fee refunds. By defining and sharing this policy, NWFC strives to ensure that all NWFC families understand the NWFC Club Fee Refund Policy before they commit to participate in the NWFC Travel program.

Travel Program Commitment

When a family accepts an invitation to join a NWFC Travel team, they are making a commitment to the NWFC Travel program for the 12-month soccer year, which generally runs from July 1 of one year through June 30th of the next year (Spring only teams will operate under the same refund policy). The commitment is for this entire one-year period and not for a specific soccer season (Fall, Spring) or training period (Summer, Winter).

This yearlong commitment is important for two reasons. Each year, NWFC incurs expenses and makes resource commitments based on the total number of Travel players who commit to the 12-month soccer year. Financial and resource commitments are made based on the number of families who accept the yearlong NWFC Travel program commitment and many expenses are incurred in advance.

Refund Eligibility

As an organization, NWFC must work to maintain a predictable financial model and, equally important, a positive experience for every Travel Payer. To help ensure that these two goals are met, NWFC will only grant refunds of the NWFC Club fee in clearly defined circumstances.

Any NWFC Travel program family who meets one of the following criteria will be granted a pro-rated Club fee refund minus any administrative costs:

- Any NWFC Travel program player whose parent or legal guardian is active duty military and receives orders to relocate outside of the NWFC league playing area during the September through March timeframe is eligible for a pro-rated refund of the NWFC Travel Club fees. Documentation of the relocation order is required to be submitted with the refund request.
- Any NWFC Travel program player who accepts an invitation to join a NWFC Travel team that is unable to form a full roster and, therefore, is unable to participate in Fall league play is entitled to a 100% refund of any and all monies paid toward their annual NWFC Travel Club fees, including the initial NWFC Travel program deposit.
- Any NWFC Travel program player whose parent or legal guardian relocates to an area 30 miles or farther away is eligible for a pro-rated refund.

- Any player that suffers a significant injury or medical condition that will prevent the player from playing. Appropriate medical documentation and a letter from players physician will be required.

Refund Amounts

If eligible refunds are granted on a prorated basis determined by the refund process below. All approved Travel program refunds will be paid within 30 business days of the date the NWFC Vice-President approves the refund request.

Refund Request Process

All requests for a refund of the NWFC Club fees must be submitted in writing. All refund requests must include supporting documentation. NWFC Treasurer and the NWFC Vice-President, will determine the refunded amount, if any, based on the NWFC Travel Club Fee Refund Policy. **All approved Travel program refunds will be paid via check within 30 business days of the date the NWFC Vice-President approves the refund request.**

Northwest FC Recreational program refund policy

We understand that circumstances may change between registration the start of the soccer season. Relocation, injuries, change in schedule or interests are some examples. There are administrative costs that the organization incurs with registration and planning for the season (administrative, staff, insurance, etc.). Therefore, the amount is reduced the longer you wait to cancel your registration and apply for a refund.

- Cancelling before teams are assigned, 100% less administrative fee of \$20.
- Cancelling after teams are assigned and prior to the first game, 50% less administration fee of \$20
- After the first game, no refund can be provided.

Approved by the Board of Trustees 2/19/2019