



TZEACHTEN CHILLIWACK UNITED

FOOTBALL CLUB

Refund Policy

Purpose

This policy outlines the conditions under which registration fee refunds may be issued by Tzeachten Chilliwack United. It ensures fairness, transparency, and consistency while considering the club's operational costs and commitments.

Scope

This policy applies to all players and their families registered with Tzeachten Chilliwack United for league play, tournaments, camps, and other programs.

Refund Eligibility

Refunds may be issued under the following circumstances:

1. Before Season Start (Full or Partial Refund)

- A full refund, minus a \$25 administrative fee, will be provided if a written refund request is submitted prior to the start of the season (first scheduled practice or game).
- Refunds for programs or camps will follow the same guidelines based on their specific start dates.

2. After Season Start (Partial Refund)

- Refund requests received after the season has started but within the first 14 calendar days may be eligible for a 50% refund of the registration fee.
- No refunds will be issued after 14 calendar days from the season start date, unless due to exceptional circumstances as outlined below.

3. Injury or Medical Withdrawal

- Refunds requested due to a season-ending injury or medical condition may be considered with:
 - A written refund request
 - A doctor's note confirming the player's inability to participate for the remainder of the season

- Approved medical refunds will be prorated based on the number of weeks remaining in the season, minus a \$25 administrative fee.

4. Program Cancellation

- If a program is cancelled by the club due to lack of registration, scheduling issues, or unforeseen circumstances, a full refund will be issued with no administrative fee.

Non-Refundable Fees

The following fees are non-refundable:

- BC Soccer insurance and player registration fees
- Administrative fees
- Uniform or equipment fees (if the items have been issued)
- Tournament entry fees, if applicable and already paid

Refund Request Process

Refund requests must be submitted in writing to via email to info@tcufc.ca and must include:

- Player's full name
- Program/season details
- Reason for withdrawal
- Supporting documents, if required

The club will review all refund requests within 14 business days and notify applicants of the decision.

Special Considerations

The Club Executive Committee reserves the right to review and rule on refund requests outside of these parameters in extenuating or compassionate circumstances.