



**Shahph Puma Sports Club**

[www.shahhpuma.com](http://www.shahhpuma.com)

**SPSC- Refund Policy**

*Policy Statement*

1. All refunds and their respective amounts are at the sole discretion of the club.
2. This policy applies to registration fees paid directly to Shahph Puma Sports Club (SPSC) either online or in person.
3. The principle behind SPSC's refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the club.
4. SPSC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the club if/when a member withdraws.
5. All refund requests must be made in person at the Shahph Puma Sports Club Office by completing SPSC's Refund Request Form. Please allow 4-6 weeks for refunds to be processed.
6. An administrative fee of \$35.00 will be charged on approved refunds.
7. SPSC shall not be responsible for any monies paid to a team, team coach or team official and SPSC shall not entertain requests for any such refunds.
8. SPSC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

*House League Program*

1. There will be no refund/transfer of registration fees from 14 days before the program start date.
2. Refunds requested prior to the above stated deadlines will be processed, minus the club's administrative fee.
3. A paid registration fee shall be fully refunded in the event the SPSC is unable to field a team or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and SPSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the club.
5. A paid registration fee shall be partially refunded (pro-rated) if a player's

- family is transferred to another city, province or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the club.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from SPSC under the Shahph Puma Sports Club's discipline policy or code of conduct rules.
  7. Refunds are not issued after the program end date.

*Rep and Academy Team Program*

1. A paid registration fee shall be fully refunded in the event SPSC is unable to field a team. No administrative fee shall be withheld in this case.
2. A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and SPSC Incident Report shall be provided. Any refund requested due to player injury will be considered at the sole discretion of the club.
3. A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the club.
4. The cost of player uniforms and player processing shall be deducted from the refund request. The uniform shall be considered the property of the respective player with the cost being considered as part of the refund request.
5. Subsequent to accepting a place in the Rep and/or Academy team program through the registration and payment process, there will be no refund at any point thereafter if a player or parent disagrees with the player's coach, team or tier placement.
6. There will be no refund/transfer for a registration fee if a player is suspended or expelled from SPSC under the respective discipline policies or code of conduct.