

# COCHRANE WOLVES FC



Cochrane Wolves Football Club

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## Refund & Collection Policy



**COCHRANE  
WOLVES FC**

# Refund Policy

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Cochrane Wolves prides itself on being a good corporate citizen and therefore will process all reasonable requests for a refund or credit when a request form is submitted by the relevant deadlines.

Examples of **reasonable refund/credit** requests include:

1. Family moves residence and no longer lives in Cochrane.
2. Child is injured and is no longer able to participate in the entire program, or a significant part of the program.
3. Unforeseen family circumstances mean the child is no longer able to participate in the program. (reasons to be submitted in refund/credit request form).

## **Refund/Credit Request Deadlines:**

### **Mini-Wolves Program (U4-U7)**

All refund/credit requests must be submitted prior to the registered child's season commencing.

- If a refund/credit request form is submitted after the season commences, the request will be reviewed on a case-by-case basis.
- Any refunds/credits processed after the season has commenced will be pro-rated.



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## **Refund/Credit Request Deadlines:**

### **Skill-Centre Program (U7-U13)**

All refund/credit requests must be submitted prior to the registered child's season commencing.

- If a refund/credit request form is submitted after the season commences, the request will be reviewed on a case-by-case basis.
- Any refunds/credits processed after the season has commenced will be pro-rated.

### **Competitive Program (U8-U19)**

All refund/credit requests must be processed prior to the Club entering teams into the Calgary Minor Soccer Association (CMSA) League. Any requests submitted after this date will be reviewed on a case-by-case basis. Considerations for processing the refund after a team is entered into the CMSA League are:

1. Is the roster viable without the registration.
2. Will the team withdraw prior to, or during the season due to the withdrawing of registered players.
3. What will the financial impact be if the team withdraws as a result of the refund.



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## **Refund VS Credits**

- All registrants who receive a refund will be charged a one-time administrative fee of \$25.
- All registrants who receive a credit will be credited their fees in full for a future season. Once credited the fees cannot be refunded at a later stage.
- Credits will remain on the users account for 4 season or two years. If the credit is not used within this time frame the monies will be removed from the users account, absorbed by the Club and reflected in the Organizations current fiscal year.


## **Request Reviews**

All requests will be reviewed by the Director of Soccer (DOS) and a decision will be made within 7 days of receiving the form. Request decisions will be communicated between 7-14 days.



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# Refund/Credit Policy Form



## Refund/Credit Request

Thank you for taking the time to provide your refund/credit request.


Once the Form has been submitted it will be reviewed by the Club.


The process will take up to 7 days. You will receive a formal response between 7-14 days.

If you require an immediate response please email your complaint directly to [info@cochraneminorsoccer.ca](mailto:info@cochraneminorsoccer.ca)

scottansell@cochranewolvesfc.ca

[Switch account](#)





Not shared

\* Indicates required question

Player (child) Name \*

Your answer

Contact Email \*

Your answer

Program \*

☐ Mini Wolves

☐ Skill-Centre

☐ Competitive

Refund OR Credit \*

☐ Refund

☐ Credit

☐ Don't Mind

Provide reason for refund/credit \*

