

## **EMSAWEST - EDMONTON WEST ZONE SOCCER ASSOCIATION (EWZSA)**

### **REFUND POLICY – 2024 OUTDOOR SEASON**

This policy applies to the 2024 Outdoor season only and applies to refunds of community fees paid to EMSAwest/EWZSA.

Our Premier/Cub program, Warriors, have their refund policy – please refer to their website.

**EMSAwest does not transfer registration fees to other soccer associations or EMSA Zones – our cancellations fees below will apply.**

### **REFUND DEADLINES & CANCELLATION FEES - NO REASON REQUIRED**

- Up to March 12th: Fees paid less credit card processing fee if applicable
- March 13 – April 5<sup>h</sup>: \$50 cancellation fee
- April 6 – April 30<sup>th</sup>: \$100 cancellation fee
- May 1<sup>st</sup> to the end of the season: 100% non-refundable

**The EMSAwest/EWZSA Board of Directors will consider refund requests on a prorated basis, including zone costs, for the following reasons:**

Medical: any illness which prevents a player from completing the indoor season (medical documentation required)

Injury: any injury which prevents a player from completing the indoor season (medical documentation required)

Extenuating Circumstances: any other reason which prevents a player from completing the indoor season (letter from the parent explaining the reason required)

**Exceptions to this policy:** If the season has been cancelled by EMSAmain, fees will be prorated less EMSA and Zone costs.

### **PROCEDURE FOR REQUESTING A REFUND**

Refund requests must be submitted by email (accounts@ewzsa.com) from the parent/guardian to the EMSAwest/EWZSA.

The request must include the following:

- Player name, date of birth, gender & address -
- Parent/Guardian name, phone number and email address -
- Reason for the refund request -
- Documentation from a medical professional if the request is for medical reasons or injury.

EMSAwest/EWZSA

accounts@ewzsa.com