



Thompson Okanagan Football Club

Refund Policy

1. All requests must be made via email by the individual who paid the fee(s).
2. An administrative fee of \$75.00 will be charged on approved refunds.
3. All refunds and their respective amounts are at the sole discretion of the Club.
4. TOFC commits to program expenditures once team evaluations are complete and registration numbers are determined. These expenses are not recoverable to the Club if/when a member withdraws. Commitment fees are not refundable
5. TOFC is not responsible for the following and will not entertain refund requests for monies:
 - a. Paid directly to a team or team official
 - b. Raised and collected by teams through sponsorship or fundraising
6. Events or circumstances beyond the club's control (i.e. weather, strikes, etc.) will not be considered cause for refund.
7. There will be no refund/transfer for a registration fee if a player OR parent is suspended or expelled from TOFC, BC Soccer, or the BCSPL.
8. Subsequent to accepting a place in the TOFC BCSPL program through the evaluation, 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 club decisions
9. If families have a balance owing to TOFC when a player withdraws, a release letter allowing the player to enroll with another organization will not be issued until those fees are paid and the player's account is in good standing. This is in keeping with BC Soccer and Canada Soccer rules.

Thompson Okanagan FC
PO Box 894
Vernon, BC
V1T 6M8

"Representing the highest level of youth soccer in the Thompson Okanagan area"



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Exceptions

1. FULL refunds will be granted (with no administrative fee) in the event TOFC is unable to field a team or provide a suitable program alternative. Jerseys must be returned to the club before a refund is issued.
2. Consideration will be provided for the following circumstances, at the Club's discretion:
 - a. Medical reasons – Injury/illness requiring long term rehabilitation (rehab carrying on longer than 3 months) will be considered for refund/stoppage of monthly payments going forward until the player is cleared to resume training (doctor's note describing the illness, injury and required recovery period must be provided with request). If players continue to travel with their team during injury, costs may be deducted from any refund
 - b. Move - a player's family moves outside the Thompson Okanagan region (proof of move required). Jerseys must be returned to the club before a refund is issued.
 - c. A player attains a position on a higher-level team (full time Whitecaps Residency, Girls REX Program). Jerseys must be returned to the club before a refund is issued.

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