



CANADA FIRST ACADEMY FOR SOCCER EXCELLENCE

LONG TERM PLAYER DEVELOPMENT

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 Canada First Academy (CFA) either online or in person.
3. The principle behind CFA'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. CFA 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 via email to info@canadafirstacademy.com. Please allow 4-6 weeks for refunds to be processed.
6. An administrative fee of \$35.00 will be charged on approved refunds.

REFUND POLICY

1. There will be no refund/transfer of registration fees:
 - 14 days prior to start of program
2. Refunds requested prior to the above stated deadlines will be processed, minus the Club's set administrative fee.
3. A paid registration fee shall be fully refunded in the event CFA is unable to field a program or provide a suitable program alternative. No administrative fee shall be withheld in this case.
4. A paid registration fee shall be partially refunded (prorated) if a player withdraws due to medical reasons within 14 days of injury occurrence. Medical documentation and CFA 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 (prorated) 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 withdraws from the program before the official end of course or for the team program at the end of October of the current year.
7. There will be no refund/transfer for a registration fee if a player is suspended or expelled from CFA under the Canada First Academy's discipline policy or code of conduct rules.