



Coastal FC Refund & Collection Policy

(Updated January 2025)

Refund Policy

Coastal FC ("Club") shall apply the following refund policy to all player registrations for all Club programming.

Overview

The Club's refund policy is standard and will be applied consistently. The only considerations for exemption from the refund policy will be for medical reasons (see details below). All other cases will be evaluated against the information below. It is very important that members review the Club's website, ask questions and plan schedules prior to registering.

The two most common refund requests the Club receives that are not approved for any reason are:

- **SCHEDULE (player/family change/conflict)**. The Club tries to release a draft training schedule as early as possible. It is important to note that the Club cannot guarantee training day requests. The City of Surrey's field allocation process does not become finalized until shortly before each season starts, which means that up until this time, the Club cannot finalize its Club's schedule.
- **REQUESTS (team/coach/players/friends)**. The Club will accommodate requests per our policies and on a best-efforts basis. Requests are not guaranteed to be accommodated.

Seasonal Registration Refunds

Fall/Winter Season

UNTIL August 15th each year:

- o BC SPL
 - Administration fee of \$150.00 withheld
 - 100% of the program apparel fee withheld (TBD)
- o Skill Centre / Rep
 - Administration fee of \$150.00 withheld
- o Recreational
 - Administration fee of \$100.00 withheld



AFTER August 15th each year:

- NO refunds for any reason other than for medical reasons (see details below).
- 100% of the registration fee is withheld

Spring Season

UNTIL March 15th each year

o BCSP

- Administration fee of \$150.00 withheld
- 100% of the program apparel fee is withheld

o Skill Centre / Rep

- Administration fee of \$150.00 withheld

o Recreational

- Administration fee of \$100.00 withheld

AFTER March 15th each year:

- NO refunds for any reason other than for medical reasons (see details below).
- 100% of the registration fee is withheld

Camps/Academy Registration Refunds

There will be no refunds up to two (2) weeks prior to the start of all camps and academy programs. Any refund requests prior to two (2) weeks prior to the program start will have a \$50.00 administrative fee withheld.

Additional Information

1. No partial refunds or credits will be issued if games or practices are cancelled due to weather conditions or cancellations from the opposing team.
2. No refunds or credits will be issued for player conflicts with scheduled training sessions or games.
3. No refunds/transfers or credits if a player is suspended or expelled from a League or the Club.
4. No refunds of monies paid directly to the Team or Team Officials. This includes fundraising, donations, sponsorships and direct contributions for example.

Medical Exceptions

A long-term/season-ending injury as determined by a medical doctor, with applicable evidence to support, will be eligible for a prorated credit to a future season. No refunds will be available, with the exception of a U18 player.



How to Request a Refund

1. **Review this document, the Coastal FC Refund & Collection Policy**, to ensure your request for a refund qualifies for a refund before submitting the request form.

2. **Fill Out & Submit the Coastal FC Refund Request Form**

- Access the Refund Request Form by [clicking HERE](#).
- Complete all sections and include required documents (e.g. doctor's note).

3. **Wait for a "Request Confirmation" from a Coastal FC Staff Member**

A Coastal FC staff member will review your refund request within 5-10 business days. If we need more details, we will contact you.

Collections Policy

Collections

At the time a player either accepts a position on a team OR registers for a team, the Club considers this a mutual commitment to the upcoming season.

All registration fees are due at the time of registration, with the exception of where a payment plan has been established between the registrant and the Club.

Registration Fee Structure

The Regular Registration Fee is displayed on the website as the standard fee, but the discounted Early Registration Fee will apply automatically during the early registration period.

Please note: Registration fees are subject to change at the discretion of the Club.

Non-Payment

Past-due payments will be handled as follows:

1. Two (2) weeks past due – Reminder sent to registrant
2. 30 days past due – Registrant will be held out of training and games until payment has been received

If a player leaves the team/Club prior to the end of the season and has an outstanding balance for any reason, including from remaining payment plan installments, all payments will be due immediately, in full. No transfers between clubs/teams will be approved until all registration fees, including all future payments, have been made in full.