ROYAL YORK
FOOTBALL CLUB

SOCCER TRAINING AND DEVELOPMENT CLUB

Refund Policy

GENERAL NO-REFUND RULE

All registrations are final. Registration fees are non-refundable and non-transferable except where a specific program exception is expressly stated in this policy or where a refund or other remedy is required by applicable law.

1. POLICY STATEMENT

1. This policy applies to registration fees paid directly to Royal York Football Club (RYFC), whether online, in person, or through an approved payment arrangement.
2. RYFC commits resources and incurs or commits program expenses once a registration is completed. These costs may include staffing, coaching, league and governing-body fees, facilities, insurance, administration, officials, equipment, and program planning, and may not be recoverable if a player later withdraws or does not participate.
3. A player's withdrawal, non-attendance, or decision to discontinue participation does not cancel the registration and does not create an entitlement to a refund, credit, transfer, prorated fee, or make-up session, except where a specific exception is expressly provided in the applicable program section below.
4. Where a program-specific refund or credit policy is set out below, that program-specific policy governs and supersedes any inconsistent general provision in this policy.
5. Where this policy expressly permits consideration of a refund or credit, the request must be submitted in writing by the individual who paid the registration fee, together with any required supporting documentation. Any approved refund or credit remains subject to the conditions stated in the applicable program section.
6. Where an approved refund is permitted under this policy, an administrative fee of $70.00 may be deducted unless the applicable program section expressly states otherwise or the refund is required by law.
7. RYFC is not responsible for monies paid directly to a team, coach, team official, third party, or other person outside the Club's authorized registration/payment process, and will not process refund requests for those amounts.
8. RYFC is not responsible for monies raised or collected through team sponsorship or fundraising activities and will not process refund requests for those amounts.

2. GENERAL TERMS APPLYING TO ALL PROGRAMS

Missed Sessions, Non-Attendance & Withdrawal

Unless a program-specific exception expressly applies, missed training sessions, games, tournaments, festivals, camps, clinics, or other Club activities do not create an entitlement to a refund, credit, transfer, prorated fee, or make-up session. Missed sessions are not carried forward into a future program or registration block.

Program, Schedule, Location & Staffing Changes

RYFC may reasonably modify program schedules, dates, times, locations, facilities, coaches, team activities, competition arrangements, or program format due to facility availability, league scheduling, weather, safety, staffing, operational requirements, or circumstances outside the Club's reasonable control.

A change to a schedule, date, time, location, facility, coach, competition arrangement, or program format does not constitute cancellation of a registration and does not create an entitlement to a refund or credit where RYFC continues to provide the registered program or a reasonably comparable alternative.

RYFC is not required to provide make-up sessions or prorated fees for activities affected by weather, facility closures, league scheduling, or circumstances outside the Club's reasonable control.

Payment Plans & Outstanding Registration Balances

Where registration fees are payable by installment, the installment plan is a payment arrangement for the total registration fee and is not a pay-as-you-attend arrangement. Withdrawal, non-attendance, suspension, or dismissal does not cancel outstanding installment obligations or other registration fees already committed under the registration agreement, except where otherwise required by applicable law or expressly approved by RYFC in writing.

3. CONDUCT, DISCIPLINE & DISMISSAL

CODE OF CONDUCT - NO REFUND FOLLOWING DISMISSAL

Participation in RYFC programs is conditional upon compliance with the RYFC Code of Conduct and all applicable Club, league, facility, and governing-body rules. Suspension, dismissal, or expulsion resulting from misconduct does not create an entitlement to a refund, credit, transfer, prorated fee, or cancellation of outstanding registration obligations.

Disruptive, abusive, threatening, intimidating, discriminatory, harassing, disrespectful, or otherwise inappropriate behaviour will not be tolerated. This requirement applies to conduct by:

- the registered player;
- a parent or guardian;
- a family member, spectator, guest, or other person attending or communicating in connection with the player's participation in RYFC.

The conduct requirements apply to behaviour directed toward or involving:

- players and other program participants;
- RYFC staff, coaches, volunteers, directors, and administrators;
- match officials and referees;
- opposing teams, coaches, players, parents, and spectators;
- facility staff and other persons involved in Club activities.

The RYFC Code of Conduct applies to conduct occurring in person and through email, telephone, text message, social media, online communication, or any other communication connected with the player's participation in the Club.

A breach of the RYFC Code of Conduct may result in removal from an activity, restrictions on attendance, suspension, or dismissal/expulsion from RYFC. Serious or repeated disruptive or disrespectful behaviour may result in immediate dismissal or expulsion. Where misconduct is committed by a parent/guardian, family member, spectator, guest, or other person associated with the player, RYFC may restrict that individual's attendance or involvement and, where the conduct is serious or continues, may terminate the player's participation in the Club.

Where a player is suspended, dismissed, or expelled, or where a player's participation is terminated because of a Code of Conduct breach by the player or an associated parent/guardian, family member, spectator, or guest, no refund, credit, transfer, prorated fee, or make-up entitlement will be provided. Any outstanding registration balance remains payable in accordance with the registration agreement, except where otherwise required by law.

4. HOUSE LEAGUE & GRASSROOTS PROGRAM REFUND POLICY

1. All House League and Grassroots program registrations are final. Registration fees are non-refundable and non-transferable except for the specific exceptions stated below or where otherwise required by applicable law.
2. If RYFC is unable to provide the registered program and is unable to provide a suitable program alternative, the applicable registration fee will be refunded. No administrative fee will be withheld in this circumstance.
3. Medical Exception. A partial, prorated refund may be considered where a player withdraws because of a medical condition or injury and the request is submitted within 14 days of the injury occurrence together with appropriate medical documentation. Any approved refund will be calculated in accordance with the portion of the program not yet delivered and any non-recoverable costs already incurred or committed by the Club.
4. No refund, credit, transfer, or prorated fee will be provided where a player is suspended, dismissed, or expelled, or where the player's participation is terminated because of a breach of the RYFC Code of Conduct by the player or an associated parent/guardian, family member, spectator, or guest.
5. The General Terms Applying to All Programs and Conduct, Discipline & Dismissal provisions above form part of this House League and Grassroots Program policy.

5. REP PROGRAM REFUND, CANCELLATION & CREDIT POLICY

ALL REP PROGRAM REGISTRATIONS ARE FINAL

Registration fees are non-refundable and non-transferable, except where RYFC approves a Season-Ending Injury Credit under this policy or where a refund or other remedy is required by applicable law.

1. Registration purchases and secures a player's spot in the Royal York Football Club Rep Program for the applicable season. It does not guarantee placement on a specific team, roster, competition tier, division, league level, or competitive level.
2. Specific team placement and competition level are technical decisions made by the RYFC technical coaching team. Placement may change during the season based on player development, performance, roster requirements, team needs, competitive balance, league structure, or other technical considerations.
3. Dissatisfaction or disagreement with a player's team placement, roster, competition tier, division, league level, competitive level, assigned coach, position, role, playing time, or any technical or player-development decision does not create an entitlement to a refund, cancellation, credit, transfer, or prorated fee.
4. Once registration is completed, no refund, cancellation, transfer, prorated fee, make-up session, or financial credit will be provided because a player or parent/guardian chooses not to participate or is unable to participate. This includes, but is not limited to:
    - voluntary withdrawal or change of mind;
    - joining or transferring to another club or program;
    - dissatisfaction with team placement, competition level, coaching assignment, position, role, or playing time;
    - disagreement with a technical or player-development decision;
    - vacations, school, work, family, or personal commitments;
    - transportation difficulties, relocation, or scheduling conflicts;
    - missed training sessions, games, tournaments, festivals, or other team activities;
    - temporary illness or injury;
    - suspension, dismissal, or removal arising from a breach of Club, team, league, facility, or governing-body rules.

5. Registration results in RYFC committing resources on behalf of the player, including coaching, league and governing-body registration, team registration, facility and field bookings, league and referee fees, administration, insurance, training equipment, and season/program planning. These costs may be incurred or committed regardless of whether the player later withdraws or participates fully.
6. Season-Ending Injury Credit. If a player suffers an injury or medical condition that prevents the player from participating for the remainder of the season, RYFC may consider a credit toward that same player's registration for the following season. Written documentation from a licensed medical doctor confirming that the player is medically unable to continue for the remainder of the current season is required within 14 days of the injury occurence.
7. Any approved Season-Ending Injury Credit will be based on the eligible unused portion of the program fees, less costs already incurred, committed, or otherwise non-recoverable by RYFC. The credit is not a cash refund, has no cash value, is subject to Club review and approval, may only be applied to the same player, and cannot be transferred to a sibling, family member, another player, or any other person.
8. A change to a training or game schedule, date, time, location, facility, coach, league or competition arrangement, team activity, or program format does not constitute cancellation of the player's registration and does not create an entitlement to a refund or credit provided RYFC continues to deliver the Rep Program.
9. If RYFC permanently discontinues the Rep Program before the end of the season and is unable to provide a reasonably comparable replacement, any refund or credit for the undelivered portion will be determined in accordance with applicable law.
10. The General Terms Applying to All Programs, Payment Plans & Outstanding Registration Balances, and Conduct, Discipline & Dismissal provisions above form part of this Rep Program policy.

6. CAMPS & CLINICS REFUND POLICY

1. Camp and clinic registration fees are non-refundable and non-transferable except where a specific cancellation/refund deadline or exception is expressly stated in the applicable registration form, this policy, or where otherwise required by applicable law.
2. Where a camp- or clinic-specific registration form expressly provides a refund deadline, an eligible request submitted before that deadline may be processed subject to the Club's applicable administrative fee. If no refund deadline or exception is expressly stated, the registration is final and non-refundable.
3. If RYFC is unable to provide the registered camp or clinic and is unable to provide a suitable program alternative, the applicable registration fee will be refunded. No administrative fee will be withheld in this circumstance.
4. Medical Exception. A partial, prorated refund may be considered where a player withdraws because of a medical condition or injury and the request is submitted within 14 days of the injury occurrence together with appropriate medical documentation. Any approved refund will be calculated in accordance with the portion of the program not yet delivered and any non-recoverable costs already incurred or committed by the Club.
5. No refund, credit, transfer, or prorated fee will be provided where a participant is suspended, dismissed, or expelled, or where participation is terminated because of a breach of the RYFC Code of Conduct by the participant or an associated parent/guardian, family member, spectator, or guest.
6. The General Terms Applying to All Programs and Conduct, Discipline & Dismissal provisions above form part of this Camps & Clinics policy.

7. REGISTRATION ACKNOWLEDGEMENT

By completing registration and submitting payment, the parent/guardian or adult participant acknowledges that they have had the opportunity to review and agree to the refund policy applicable to the selected program, including the no-refund provisions, program-change provisions, Code of Conduct requirements, and any applicable payment-plan obligations.

For Rep Program registrations, the parent/guardian further acknowledges that registration purchases a spot in the RYFC Rep Program and does not guarantee placement on a particular team, roster, division, competition tier, league level, coach, position, role, or amount of playing time.

RYFC may require separate electronic or written acknowledgement of specific policy provisions at the time of registration.

Applicable Law. Nothing in this policy limits any rights or remedies that cannot legally be waived under applicable law.