EDMONTON SOUTHWEST UNITED

soccer club | established 1982

POLICY ADM-25-06 | REGISTRATION, REFUND & DELINQUENT PAYMENTS

Approved July 6, 2025
Review on July 6, 2026 or before, as required

Policy Purpose

The SWU Board of Directors has a fiduciary responsibility to protect the long-term financial health of the Club while providing clear, transparent, and consistent guidelines regarding registration, refunds, credits, and delinquent payments.

Policy Scope

This policy applies to all registration fees paid directly to SWU, whether online (credit card, e-transfer) or in person (cheque, money order), for Club programming, including but not limited to teams, camps, and development programs.

Policy Statement

- SWU commits to significant program expenses upon confirming registration numbers, including league fees, facility bookings, equipment purchases, staffing, and other costs. Many of these expenses are non-refundable to the Club, even if a member later withdraws.
- Therefore, all refunds or credits are at the sole discretion of the Club and will be considered in alignment with this policy.
- SWU is not responsible for any payments made to individual teams, team officials, coaches, or for funds raised through sponsorships or team fundraising efforts. Refunds for such payments will not be entertained by SWU.

Registration, Refund, and Credit Guidelines

- This policy applies to all SWU programs, including Grassroots (U5-U9) and Competitive (U9-U19) programs.
- All refund requests must be submitted in writing to the Club Registrar. Please allow 2–4 weeks for processing.
- Approved refunds will be subject to a $35.00 administrative fee. If a training kit has been distributed, its cost will also be deducted.
- SWU will provide a full refund if:
  - The Club is unable to field a team or deliver a suitable alternative program. In this case, the administrative fee is waived, but the cost of the training kit will be deducted if applicable.

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Grassroots Program (U5–U9) Refunds

- Refunds will only be considered if requested in writing 14 days or more before the start of the program. These program start dates will be communicated to families by the Club.
- Refund requests received before the deadline will be processed as per the terms above (administrative fee and kit costs deducted).

Competitive Program (U9–U19) Refunds

- Except for the circumstances below, no refunds or credits will be issued for U9–U19 programs after registration:
  - Medical Withdrawal
    - Partial (prorated) refund or credit may be issued if a player withdraws within 14 days of a documented injury or medical condition that prevents continued participation. Medical documentation is required.
  - Relocation Withdrawal
    - Partial (prorated) refund or credit may be considered if a family moves outside the Greater Edmonton area. Proof of relocation is required.
  - Disciplinary Withdrawals
    - No refunds or credits will be provided if a player is suspended or removed from the Club due to violations of the Club's Code of Conduct or Discipline Policy.

Delinquent Payment Policy

- Families using SWU's Monthly Installment Plan must make an initial deposit to confirm registration, followed by scheduled monthly payments.
- Missed Payments:
  - A 5-business-day grace period will apply after a missed payment.
  - After the grace period, a reminder email will be sent to the primary contact, outlining the outstanding balance and next steps.
- If no payment or communication is received within 5 additional business days:
  - A second reminder email will be sent, copying the Team Manager.
- If no resolution occurs within 5 more business days:
  - The player's access to Club communications will be suspended.
  - The Head Coach will be informed that the player is not permitted to train, compete, or participate in team activities until the balance is resolved.
- Accounts remaining in arrears at season's end will trigger an Eligibility Issue, preventing future registrations, including tryouts, camps, or team placements.
  - SWU will notify the Edmonton Minor Soccer Association (EMSA) of unresolved Eligibility Issues, which may prevent families from registering with other clubs or programs until the outstanding balance is cleared.

Additional Notes

Team fundraising, sponsorships, and payments made directly to teams are managed independently from SWU's financial processes. SWU does not oversee or refund these payments. Participants are encouraged to carefully review registration details and deadlines to ensure clarity and understanding of these policies.