



## **NCTFC Cancellation and Refund Policy**

*Draft – September 11, 2020*

All registration fees are non-refundable and non-transferrable with the following exceptions:

- In the case of personal injury or situation where an athlete is unable to train for a portion of the season (less than 50% of the season completed) athletes may appeal for compassionate consideration for a credit or partial refund
- Annual members may appeal for a credit or partial refund if they are unable to complete the year
- In the event that the club is forced to cancel a portion of a season, credits or partial refunds may be issued in accordance with the length of the program that has been cancelled.

In any case where a partial refund or credit is granted, the following conditions will apply:

- Any expense incurred for Athletics Ontario membership is non-refundable (cost of AO membership varies by age group and type, please reference [athleticsontario.ca](http://athleticsontario.ca) for specific fees)
- Any gear issued for that season is non-refundable
- A \$25 administrative fee will be deducted from the refund or credit, unless the refund/credit is being issued as a result of program cancellation by the NCTFC.

Team Gear purchases are non-refundable, but may be exchanged if in brand new, unused condition for fitting purposes.