

THE INTERNATIONAL SOCCER CLUB

In Mississauga



REFUND POLICY

International Soccer Club (ISC) adheres to a strict refund policy and this policy applies to registration fees paid directly to ISC either online or in person.

- The principle behind ISC'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. ISC commits to program expenditures once registration numbers are determined. These expenses are not recoverable to the club if/when a member withdraws.
- All refund requests must be submitted in writing to the ISC office either in person or via ISC's on-line refund request Form. Refund requests sent in any other manner will not be processed. Please allow 4-6 weeks for refunds to be processed.
- All refunds will be subject to an Administration Fee, which varies by program.
- A full refund will be issued if ISC is unable to field a team or provide a reasonable alternative program. No Administrative Fee will be applicable.
- There is no refund of any fees if a player/team/parent is suspended or expelled from Ontario Soccer or ISC for violation of discipline policies or codes of conduct.
- There will be no refund if a player or parent disagrees with the player's coach, team or tier placement.
- Any outstanding debt owing from the player's family account will be applied against any potential refund.
- The final amount of any refund will be at ISC's discretion.
- No refunds will be issued for sessions cancelled due to severe weather or facility closures.

ALL PROGRAMS

1. All payments are fully reimbursed by way of credit if the Club cannot host your age group.
2. All refunds are subject to an \$85 administration fee. No refunds will be granted after February 1st for March Break Camp or after April 1st for the outdoor season or after October 1st for the indoor season programs.
3. Requests for refund must be made in writing to Info@internationalsoccerclub.ca. Please allow 4 weeks for a refund cheque to be processed.
4. In case of season-ending injury or illness, such refunds may come in the form of credit but subject to the approval of the Club Registrar.
5. No refunds shall be granted to Rep, Rep Development, High Performance, All Star or Select Players.

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COMPETITIVE PROGRAMS

1. If the player has a balance owing to ISC when the player withdraws, the player will not be released until that balance has been paid in full.
2. ISC shall not be responsible for any monies paid to a team, team coach or team official. Refunds of team fees if applicable will be handled by the individual teams.
3. ISC shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts.

ADULT RECREATIONAL (TEAM REGISTRATION)

The initial deposit to secure the team spot is non-refundable. Adult players who registered via a team registration should contact the team captain for their refund, not the International Soccer Club.