



# RUSH CANADA SOCCER ACADEMY

## Refund Policy

Rush Canada Soccer Academy ("Rush Canada") is committed to providing a high-quality development environment for all players. Due to the nature of our programming, planning, and commitments to governing bodies, our refund policy is structured as follows:

### General Policy

- No Refunds are permitted once a player's registration form has been submitted to Rush Canada.
  - There are two conditions which may justify an exception.
    - Players family moving away due to work requirements; and
    - Player injury
- Refund requests must be made via email to [info@rushcanada.com](mailto:info@rushcanada.com). Please allow 4-6 weeks for refunds to be processed.
- Rush Canada shall not be responsible for any monies paid to a team, team coach, or team official and Rush Canada shall not entertain requests for any such refunds.
- Rush Canada shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.
- A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Academy.
- A paid registration fee shall be fully refunded in the event Rush Canada is unable to field a team. No administrative fee shall be withheld in this case.
- If a player is suspended or expelled from Rush Canada under the Rush Canada Terms and Conditions or Player/Parent code of conduct policy, no refunds will be provided. If money is still owed to Rush Canada, a hold will be placed on the player until the account is settled to the satisfaction of Rush Canada.
- Participants enrolled in a payment/installment plan are required to settle their account before any approved injury-related refund is issued. Payment plans must be adhered to even if the player is injured unless approved by Rush Canada.
- Players who choose to leave the program early and fail to settle their outstanding balance will not be officially released from Rush Canada Soccer Academy until the account has been paid in full. This aligns with Ontario Soccer and League 1 rules pertaining to the financial obligations of those who accept the registration conditions.
- No refunds are provided for missed sessions due to weather, permit issues, illness, or personal schedule conflicts.

### Injury-Related Refunds

- Players who suffer an injury during Rush Canada programming may be eligible for a prorated refund or credit based on the remaining program duration when the injury has occurred.
- **A physician's note must be submitted to Rush Canada within 7 days from the injury date occurrence to be considered for any refund or credit.**
- Only injuries sustained during official Rush Canada sessions or matches will be eligible. Injuries sustained outside of Rush Canada programming will not qualify for a refund or credit.
- Any injury related refunds are at the sole discretion of Rush Canada Soccer Academy and subject to a \$250.00 program withdrawal fee (non-negotiable).

### Camps & Special Events

- Refunds for Rush Canada camps, clinics, or special events will only be issued if:
  - The event is cancelled by Rush Canada, or
  - Written notice of withdrawal is provided at least 14 days prior to the event start date.
- No refunds will be provided for missed sessions or late cancellations.