
Markham Soccer Club



Refund/Credit & Cancellation Policy

Effective Date: August 15, 2025

Markham Soccer Club
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Introduction

This policy provides clear guidelines on the circumstances under which refunds/credits will be considered and issued for MSC programs, ensuring fairness and transparency for members while maintaining the financial stability of the Club. It will also outline when cancellation fees will apply and the amounts.

General Rule

All Markham Soccer Club programs, events, and products are non-refundable.

General Principles

Refunds/Credits will only be considered under specific exceptional circumstances and will only be considered for fees paid directly to MSC. Any fees paid to third parties (e.g., leagues, tournaments, uniform items purchased separately) are strictly non-refundable without exception.

Refund/Credit requests must be submitted to the MSC office by email (info@markhamsoccer.org) stating the player's name, age, team and program they are currently registered with. They must detail the reason for the request and include any necessary back-up documentation. Withdrawal and refund requests will not be handled over the telephone.

Submission of a request does not guarantee a refund/credit. Please allow four to six weeks for a request review. Note that non-attendance does not constitute a notice of withdrawal.

Some refunds/credits will be subject to an administrative fee as noted in the second table below.

Voluntary leaves and involuntary removals are not eligible for a refund, and are subject to a cancellation fee (except as specified) as outlined in the first table below.

Processing time for approved refund payments/account credits is up to 30 days.

All approved refunds will be issued to the original payee according to the original form of payment.

All account credits are non-cashable and can only be used towards future MSC purchases.

Non-Refundable Items Without Exception

The following are non-refundable regardless of circumstance:

- Uniforms or apparel once ordered.
- Tournament entry fees paid on behalf of the player.
- Travel expenses or third-party costs.
- Missed sessions due to weather, facility closures, or personal scheduling conflicts.
- Funds obtained through team fundraising events or sponsorships.

Cancellation Fees

All voluntary leaves and involuntary removals will be subject to a cancellation fee as outlined below:

Program Type	Description	Cancellation Fee
COMPETITIVE	All competitive programs for all age groups, including but not limited to; Rep Programs (Elite Development Stream and Soccer4Life Competitive Stream), OPDL, Soccer4Life	\$250
DEVELOPMENTAL	All developmental programs for all age groups, including but not limited to; Grassroots	\$250
RECREATIONAL	All recreational programs for all age groups, including but not limited to; Flash programs, Youth House League, Adult House League	\$100
EXCEPTION	MSC Academy Programs and Summer Camps	\$0 <i>(no cancellation fee will apply)</i>

Refund/Credit Eligibility

Consideration for refund/credit requests will be given according to the following guidelines:

Situation	Description	Outcome
Force Majeure	Programs are disrupted, altered, or cancelled due to circumstances beyond the Club's reasonable control. This includes, but is not limited to, weather events, facility closures, public health emergencies, pandemics, labour disputes, government restrictions, acts of nature, or other unforeseen events.	MSC will attempt to modify program delivery (e.g., change location, adjust schedule, move sessions online). If the above options are not possible, MSC will assess program and financial impact prior to potentially offering account credits for future programs where feasible.
Refund is requested due to medical reasons.	Participant can no longer attend for the remainder of the season due to medical reasons. Written notification and a doctor's note must be submitted for consideration. This must be a season ending injury/illness.	A pro-rated refund (less a \$75 admin fee) may be granted if a participant is unable to continue due to a season-ending injury, supported by a doctor's note stating that return to play within the current season is not possible.
Participant cannot be accommodated in a program.	A participant cannot be accommodated due to divisions being full, insufficient enrolment in a program, or other reasons as determined by the Club.	A full refund will be processed.
Participant is removed from a program by the Club or another governing body.	A participant is removed from a program due to discipline, breach of MSC policies or other issues.	No refund will be issued and a cancellation fee will be applied according to the table above.