

LISA Tier 2 Refund Policy & Procedure

LISA Tier 2 Fee Refund Policy

Full or partial refunds may be issued for the following reasons:

- A player's family is transferred to another city, province or country prior to or during the season.
- Hardship cases (will be adjudicated on an individual basis by the LISA Board of Directors – compelling evidence must be provided).
- A player withdraws prior to the second week of scheduled activities (April 23/24).
- A player withdraws due to medical reasons prior to the mid-point of the scheduled activities (must provide doctor's note).

All refunds may be subject to:

- A \$25 non-refundable administration fee.
- All applicable LISA/BCSA registration fees paid.
- Any other expenses incurred by LISA including uniform fees, PayPal or other financing fees or any other fees which are not refundable to the club.

This refund policy applies to any player who registered (paid) with the Lower Island Soccer Association.

This policy is subject to change at the discretion of the LISA Board of Directors

To Request a Refund

In order to receive a refund, please provide and submit the following information to executivedirector@lowerislandsoccer.com

Email Subject: Refund Request for {*your child's full name*}

Please copy and paste the following into the email and complete the requested details:

- Player's Full Name:
- Date of Birth:
- Full Name of Payee:
- Mailing Address:
- Reason for refund: (please provide details, including all information requested in the policy above)
- Payment Type: Paypal, Cheque, Cash, or e-Transfer
- Phone:

Refund Principles

The principle behind our refund policy is to allow a reasonable period of time following registration for parents to withdraw, while still safeguarding the long-term financial stability of the program. To give parents a greater understanding of the implications of refunds, we would like to take this opportunity to briefly outline our cost structure.

Approximately 35 percent of the Tier 2 fee goes directly to the team coaches; 30-35 percent goes to covering the costs of fields and referee payments, 12-15 percent goes to the cost of kit and equipment, and the remaining approximate 15 percent goes towards additional administrative costs.

In providing this explanation, we hope to avoid any misunderstandings about our refund policy. If you have any questions, please do not hesitate to contact the Lower Island Soccer Association.

Thank you for taking the time to understand our refund policy.