



# Oakville United FC

## REGISTRATION CANCELLATION, REFUND & TRANSFER POLICIES

The following policy applies to all fall/winter/summer programs

### Cancellation Policy

Please submit cancellation requests in writing. They must be received at least one week prior to the start of the program.

### Conditions

- 10% cancellation fee levied on cancellations received five or more working days prior to the start of the program
- No refund will be issued if notice received within one week prior to the start of the program

### In case of illness or injury

- Prior to start of the program, a request to cancel must be accompanied by a medical certificate. Refund in full, less a \$15.00 administration fee
- No refund if injury or illness occurs after program starts
- No refund for no-shows
- Once the applicable cancellation fee has been approved, you have the choice of receiving a refund or credit;

### Refund

– a \$15 administration fee will be assessed for all refunds.

### How you'll be refunded

All refunds (cash, check or credit card) will be refunded back to credit card or e-transfer.

Credit – Refund will be credited to your account and may be used towards any training programs provided by Mississauga United FC.

### Transfers

A \$5 administration fee will apply to each transfer from one program to another.

If transferring to a program of higher cost, you will be required to pay the \$5 administration fee and the difference in cost between the lower and higher-priced programs

Transfers are permitted only within the same programming session and only if space is available.