

Field Art Fc COVID-19 REFUND POLICY

We have updated our refund policy in the event the 2021-2022 season is completely cancelled to provide full refunds minus a small admin fee, or a full credit towards the 2022-23 season.

1- Field art FC POLICY FOR IMMUNO-COMPROMISED PLAYERS & FAMILIES

Fieldart Fc COVID-19 refund policy (see above) remains in place. It is one of the most transparent, generous refund policies being offered. This policy covers refunds if the 2021-22 season is cancelled or severely shortened. The standard refund policy for players who choose not to play in the 2021-22 season or move to other clubs also remains in place (also see above). If the case of players, or players' direct family members have issues related to being immuno-compromised, we will handle refund requests based on this on an individual basis. Please email Alejandra at operations.fieldart@gmail.com and we will consider options. All such requests must be accompanied by a letter from a doctor explaining the situation and the need for the player to withdraw from soccer. This policy will remain in place as long as the Provincial Health Office maintains the Public Health Emergency related to COVID-19.

Our refund policy for player withdrawals is based on recognizing the difficulties in having players who have accepted a spot on a team then choosing to not play. It creates serious, time consuming problems for staff, volunteer coaches and players. This is why we ask players to think carefully before accepting on teams.

Therefore, it is important to note that refunds due to none-COVID issues are handled very differently than those related to the season being

2- Refund policy Academy :

All requests for refunds must use the Player Withdrawal Form available [here](#) , and be sent to operations.fiedart@gmail.com

Academy refers to the following programs for 2021-2022:

- Field Art Fc Fall, Winter and Spring Academy for players and goalkeepers.

Once approved in accordance with the policies outlined below, refunds will be issued on a timely basis to the credit card used for the initial registration, or a cheque will be issued to the address provided on the Player Withdrawal Form. The refund policy for Fieldart Academy sessions is as follows:

All Academy training kits are non-refundable once they have been given to players.

- Requests to withdraw submitted prior to the second session will be refunded in full, less a \$25 non-refundable administration fee.
- Requests to withdraw submitted after the second session but before the fourth session will be refunded 30% of the applicable registration fee, less a \$25 non-refundable administration fee.
- No refunds will be issued after the fourth session.

3 - Refund Teams Registrations program

All refunds are subject to a \$32 administration fee and \$35 for uniform (if received

Uniforms can not be returned once they have been provided to the players.

Requests received before the Spring sessions start:

- Refunded in full minus the administration fee and uniform fee (if received)

Requests received between the day of the first session and before the fourth session:

- 50% refund minus the administration fee and uniform fee.

No refunds will be issued after the fourth session of the Spring session.

4- Refund policy Camps :

All requests for refunds must use the Player Withdrawal Form available [here](#), and be sent to Operations.fieldart@gmail.com

Requests to Withdraw received 72 hours in advance of the start of the program will be refunded in full less \$25.00 administration fee.

Requests to Withdraw received less than 72 hours but prior to the start of the program will be refunded 50% less \$25.00 administration fee.

No refunds will be issued after the start of the program except for medical reasons accompanied by a legible doctor's note with contact information for the doctor. Refunds for medical reasons are subject to consideration of the portion of the program in which the player participated. All medical refunds are still subject to a \$25.00 administration fee.

5- REFUNDS DUE TO EXTREME WEATHER CONDITIONS

In the event of extreme weather conditions, games or practices may be cancelled if fields are closed by permitting organizations (i.e., UBC, UNA, VPB, or VSB), or conditions are unsafe for our players.

Fieldart FC will not be responsible for refunds if games or practices are cancelled due to extreme weather conditions.

The club will look for opportunities to extend sessions if field permits are available, however there is no guarantee that fields will be available past the regular season.

6- REFUNDS DUE TO FORCE MAJEURE EVENTS

In the event of unforeseen events which can include but are not limited to natural disasters, armed conflict, public health orders, pandemics or epidemics; games or practices may be cancelled.

Field art FC will not be responsible for refunds if games or practices are cancelled in force majeure scenarios.

The club will look for opportunities to provide or facilitate training sessions and/or games once any force majeure events have ended if field permits are available. However there is no guarantee that fields will be available past the regular season.

The admin fee covers the following:

- Player affiliation fee Fieldart must remit to BC Soccer for every player at the start of the season. The amount varies depending on whether the player is below U11 or U11 and higher.
- Payment processing fees
- General admin work performed by club staff.

7.REFUNDS WITHDRAW FOR MEDICAL REASONS

Requests to withdraw for medical reasons that are accompanied by a legible doctor's note that properly explains the nature of the medical reason will be considered throughout the season and are subject to the following conditions:

- Contact information for the physician must be provided

- Refund requests submitted up to the day before the start of the season for which the player is registered will be refunded in full, less the applicable non-refundable administration fee.
- Accepted requests submitted after the first session will receive a pro-rated refund based on the day the request was received less the applicable non-refundable administration fee.