

Policy on Registration, Payment, and Refund



Registration

All program registrations must be completed online using Club de Soccer Dieppe's (CS Dieppe, the 'Club') registration platform by the participant or their parent/guardian. Due to the requirement to review waivers by legal-aged participants or parents/guardians, the club employees, volunteers, or representatives are not permitted to complete the registration on behalf of any participant.

<https://soccerdieppe.powerupsports.com/index.php>

All waivers/forms must be completed and indicate agreement by the participant or their parent/guardian in order for the participant's profile to be complete. Full registration for any given try-out, season, or program is considered complete when the payment is received in full or as agreed upon.

Payment

Payment options:

Online - Participants or parents/guardians can pay online with their Visa or Mastercard.

Cash or cheque - Participants or parents/guardians must contact the club at soccerdieppe@hotmail.com to arrange for a representative to receive payment in person. Online registration via the platform will follow. All checks must be prepared for the 'Club de Soccer Dieppe'. Post-dated checks are not accepted except with the prior approval of a club representative.

Individual child grants - The Club will work with the funding organization assisting the participant and their family. The parent/guardian is responsible for following their respective funding organization's application process and timelines in order to receive their grants by the CS Dieppe payment due dates. Please start this process well ahead of the upcoming programs or season to ensure the funding organization's application process is completed and proper confirmation or documentation is received before the CS Dieppe program's payment due date.

Etransfer - This form of payment is not accepted at this time.

Policy on Registration, Payment, and Refund



Payment schedule:

Registration fees or try-out fees are due the day of the first session for which the participant is registered.

If you have applied to a funding organization for assistance with the registration fees, confirmation and related details of approval for funding must be submitted in writing to soccerdieppe@hotmail.com by the day of the first session for which the participant is registered.

Any participant with outstanding fees after the requested due date will incur a late fee of \$25 unless they or a parent/guardian have contacted the Club at soccerdieppe@hotmail.com ahead of the participant's first session to discuss payment arrangements as noted below. This late fee will assist the Club in recovering the administrative costs associated with contacting and working with the affected participant or their families in finalizing payment.

Payment plan:

Any participant with outstanding fees after the requested due date will incur a late fee of \$25, unless they had contacted the Club to discuss a payment arrangement ahead of the payment due date.

In order to minimize administrative overhead and to facilitate team and program planning, participants of CS Dieppe are expected to meet their financial obligation to the Club in a timely fashion and to communicate with the Club at soccerdieppe@hotmail.com ahead of the payment due date if they need to discuss accommodated measures.

The player will be suspended from all team activities (training, games, team building, education sessions, tournaments, inclusion in the team management platform) until fees are paid in full or according to an agreed upon schedule. The participant or parent/guardian will be notified in writing of their suspension and requirements that need to be met in order to be reinstated and returned to the team roster.

Once an initial notice in writing has been sent via the email addresses noted on the player's profile, the participant or parent/guardian will be responsible to make the payment in full or an agreed upon amount within 10 business days. An additional late payment fee of \$25 will be applied after these 10 business days have elapsed if the payment in full (or agreed upon amount) is not received. As mentioned above, these fees are applied to offset the administrative cost related to late fees.

Policy on Registration, Payment, and Refund



If the full payment (or agreed upon amount at the agreed upon schedule) is not received after 20 business days, a participant will no longer be considered in good standing with the Club due to their financial obligations owing to the Club. The participant will continue to be suspended from all team activities.

Once all past due fees and late fees have been paid, the player will be reinstated from suspension and will be re-rostered on the team or program. A player not in good standing on multiple occasions may be asked for prepayment of full season fees as a condition of acceptance to their team or program.

Funding organizations:

If financial assistance (also known as individual child grants) are required to help cover the registration fees, community programs may be able to provide assistance. A list of some of these programs is provided below. Please visit their websites or contact these organizations directly for more information on how they might help you. As previously noted, there may be delays due to processing times related to the application process, therefore please prepare your applications in advance so the required confirmations are received ahead of the payment due date.

Jump Start
P.R.O. Kids
Kidsport

Please review each organization's rules and information as they may cover only a portion of the fees or only certain types of fees (such as season registration fees but not try-out fees).

Documentation for approval for funding along with the required details must be sent to soccerdieppe@hotmail.com by the required payment due date.

These programs must be utilized before club level financial support may be considered. Club level support may be offered on a case by case basis and requests for this support must be received in writing at soccerdieppe@hotmail.com.

Any balancing owing after funding from the program will be responsibility of the registrant.

Policy on Registration, Payment, and Refund



Refund

CS Dieppe recognizes that circumstances change, and people may choose or need to reconsider their decision to register for a soccer program. The Club makes decisions on staffing / volunteers, team composition, and incurs costs based on player registration. The following paragraphs will provide guidance on the criteria and timelines for refunds.

There are different reasons why refunds may be requested, and they are not all considered by CS Dieppe in the same way. Below are the categories, criteria, and eligibility:

Immediate consideration: Participants who pay with a cheque, credit card, or cash and who submit written notice of withdrawal within 48 hours of payment to soccerdieppe@hotmail.com, prior to participating in any program-related activity and before the payment has been processed (in the case of credit card payment), will receive a full refund.

Cancellation of program by CS Dieppe: If a program is fully canceled prior to initiation, full refunds will be provided to registrants. If a program is canceled after start-up, refunds will be prorated.

Medical Reasons: If an illness or injury prevents the registrant from participating further in any program for which they have enrolled, a portion of the fees will be refunded upon request to soccerdieppe@hotmail.com. Following the deduction of any fees associated with administration (i.e. merchant fees), league / Soccer New Brunswick, or other applicable fees, the refund will be prorated according to the duration of the remaining program schedule after either the date the written request is received or the date of the illness/injury.

Unprecedented Circumstances, Extraordinary Events: In the case of an unprecedented event beyond the Club's control which requires a significant portion of CS Dieppe's soccer programs to be suspended and/or canceled, all refunds will be applied as a credit towards a future program.

Policy on Registration, Payment, and Refund



Other: Refunds that do not meet the criteria outlined above will be eligible for a refund based on the refund schedule outlined in this policy. The refund will be subject to the following subtractions from the amount: 10\$ administration fee, the credit card merchant fee (if a credit card was used during the initial payment), and any fees paid to the league.

Request received during first half of the season or program	Request received during last half of the season or program
50% of amount left after deductions noted above	No refund will be provided

Exceptions: Any exception to this policy must be approved by the Board of directors or designated committee appointed by the Board. A participant or parent/guardian may request an audience with at least 2 board members if they would prefer to make verbal representation in the event of a confidential matter that they do not wish to submit in writing.

Procedure for refund:

1. Submit refund request in writing via email to CS Dieppe at soccerdieppe@hotmail.com. Please explain the reason for the request.
2. Please indicate if you wish for a full refund or for a credit to be applied to your account for future use. A refund of that amount cannot be issued once the credit has been applied to the account.
3. Refunds where the initial payment was made via cheque will be issued after the initial payment has been cleared through CS Dieppe's financial institution.
4. Refunds involving on-line credit card payments will be issued after CS Dieppe has received notification of the approved credit card payment from the online registration system.
5. Refunds will not be issued in cash.
6. Refunds may take up to 30 days to process.