



CLUB DE
SOCCER AYLMER

POLICIES

REFUND POLICY

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INTRODUCTION

The Aylmer Soccer Club (ASC) has created this policy to provide a framework for reimbursement requests and to inform members of the rights they have regarding these requests. This policy has been written in accordance with the regulations of the Office de la protection du consommateur in Quebec.

You can cancel your registration at any time. Depending on the date you apply, a cancellation fee will apply.

CANCELLATION BEFORE THE START OF PRACTICES

If you cancel your registration before the start of the practices, you will be reimbursed according to the following conditions:

- For registrations paid through the online registration platform:

The following will be deducted from the registration fee:

- **The fees for using the platform** charged by the transaction provider;

- **A \$10 administrative fee** for the processing of the refund request;

- For registrations paid by Interac e-Transfer:

The following will be deducted from the registration fee:

- **The \$4 transfer fee** paid in addition to the registration fee;

- **A \$10 administrative fee** for the processing of the refund request;

Regardless of the method of registration used, if you have already received the equipment for the season, you will be charged equipment fees according to the following scale:

ELLETO Full Outfit (U4 TO U8): **\$25**

ELLETO Full Outfit (U9 AND OVER): **\$30**

CANCELLATION AFTER THE START OF PRACTICES

The Aylmer Soccer Club collects, on behalf of Soccer Outaouais, the affiliation fees invoiced for the season. They are donated in their entirety to Soccer Outaouais. The reimbursement of these expenses is therefore subject to the regulations of Soccer Outaouais. If the club is reimbursed, you will be reimbursed, if the expenses are not reimbursed by Soccer Outaouais, the CSA will not reimburse you. For the 2025 season, the affiliation fees requested by Soccer Outaouais are: **\$74**.

If practices have begun, you will be retained by the Aylmer Soccer Club:



- Affiliation fees, if any, as specified above;
- The service fees applied by the online registration platform or the \$4 fee for Interac e-Transfers;
- An administrative fee of \$10 for the processing of the refund request;
- The share of the weeks of practice organized by the CSA on the date of receipt of your reimbursement request;
- The costs corresponding to the equipment received according to the previously mentioned scale;

In accordance with the legal provisions and as a penalty, an amount will also be retained that corresponds to the lesser of the following amounts: \$50 or 10% of the price of the remaining weeks of practice on the date of your request for reimbursement.

HOW TO CANCEL YOUR REGISTRATION

To cancel registration for a club program, you must complete the online refund request form [by clicking here](#). Your request will be processed as quickly as possible. If you paid by credit card, the refund will be credited to the account of the credit card that was used to pay for the online registration. Refunds for registrations paid by Interac e-Transfer are made by bank cheque sent by post.