



FC Northwest Refund Policy

FC Northwest (FCNW) will consider refunding program and/or registration fees to players unable to complete the duration of the program or season because they are moving out of Winnipeg or because they have sustained a season ending injury. A player wishing to request a refund will make the request via email to the FCNW General Manager at GM@fcnorthwest.com.

Please note:

1. Refund requests based on injury must be accompanied by a letter from the player's physician indicating the nature of the injury, the date of the injury and the length of time the injury is expected to prevent the player from participating in the program and/or season.
2. In order to be considered, the FCNW office must receive requests for refunds within two weeks of the date the player became unable to play.
3. The Board of Directors, including the Club Head Coach, reviews all refund requests.

Any refunds provided will generally be a percentage of the refundable portion of the original program fees, pro-rated based on the amount of program time or sessions elapsed, and other factors FCNW may wish to consider. The refundable portion of the program fees is determined by deducting administration fees, fees attributed to non-returnable equipment and fees paid to outside agencies from the original program fees. Pro-rated refunds are based on dates.

Any refund requests outside of the two reasons noted above are to be submitted to the FCNW GM in writing clearly stating the reason for the request. These requests are reviewed and considered on a case-by-case basis at a board meeting following the date of the submission, and if approved, will be at minimum, subject to the prorated chart below.

Prorated Chart - Outdoor Season	Prorated Chart - Indoor Season
Prior to May 31st = 75% of refundable portion of fees	Prior to October 31st = 75% of refundable portion of fees
Prior to June 30th = 50% of refundable portion of fees	Prior to November 30th = 50% of refundable portion of fees
Prior to August 20th = 25% of refundable portion of fees	Prior to December 20th = 25% of refundable portion of fees
After August 20th = 0% refund	After December 20th = 0% refund