

## VI WAVE REGISTRATION, COLLECTIONS AND REFUND POLICY

### 1. Scope

This policy applies to all members registered with the VI Wave Program.

- Registration is available online only. Members will receive a link to register through the club's management tool "Teamsnap" and this link is not to be shared with anyone.
- All players must be registered through the club's management system before their first on-field session. The club reserves the right to not allow unregistered players to attend any club's activities at any time, such as practices, off-field training sessions, games, or other official team or program activities.
- Program fees must be paid via credit card or e-transfer (EFT). No cash or cheques are accepted.
- Payment plans are available. It is the responsibility of the player and / or parent / guardian to contact Van Isle Wave at [wave@pacificfc.ca](mailto:wave@pacificfc.ca) to communicate any delays in the registration process or payment of fees.
- The club's management system charges 2.8 % + \$0.30 per transaction. Those fees are not included in the program fees and are collected by the club's management system directly.
- As per BC Soccer regulations, all youth players must play in their respective age group. The VI Wave Technical Lead must approve any exceptions, always based on BC Soccer Rules of Playing Up and Down. Players and families should now have been informed of which group the player will be playing.

### 2. Program Fees Adjustments

- a. Multi-Sibling Fee Adjustment
  - i. A 10% discount will be applied to all registrations for families with 2 or more siblings in the VI Wave program.
- b. Upper Island Fee Adjustment
  - i. A 10% discount will be applied to all registrations for families that live north of Ladysmith or on Salt Spring Island.

### 3. Unpaid Fees and Collection

- a. Fees paid on monthly Installments via credit card
  - i. For registrations completed on a monthly installments payment model, should they fail to complete any payments, they will receive an

- automated message from the club's management system warning the payment has failed.
- ii. The family will have 5 current days to fix the payment issue after receiving the notice message.
  - iii. After that, the family will be contacted by a club official on three (3) instances over a 30-day period following the due date of the fees. Failure to communicate with the club official and/or failure to fix the missing payment/outstanding balance will result in the player's suspension from all program activities;
- b. Fees paid via E-transfer
- i. For players on a EFT payment model, should they fail to complete any payments, they will receive an email from the club and will have 5 current days to fix it. Failure to communicate with the club official and/or failure to fix the missing payment/outstanding balance will result in the player's suspension from all program activities;

#### **4. Refund Policy**

No refund will be issued to any player that has accepted a spot on and is registered for any of our VI Wave teams.

At the discretion of the club, requests will be reviewed for the following cases on a prorated basis:

- Season-ending injury as determined by a medical doctor, as long as there are at least 5 months remaining in the season
- Club's removal of the player
- A clerical error was made by the club resulting in an overpayment of fees.
- A player attains a position on a higher-level program or club (documentation required from club/program).

Note: No refunds will be issued if games or practices are cancelled due to weather conditions.

#### **5. Financial Assistance**

Our club believes that in the case the player(s)/family cannot partially/fully commit to the program fees, this should solely not be a reason to withdraw from our program. First, families should also consider/apply to external assistance, such as [KidSport](#), [JumpStart](#), [Athletics4Kids](#) and [SportAssist](#). Parallel to that, Families are encouraged to first contact our club at [wave@pacificfc.ca](mailto:wave@pacificfc.ca) so we can internally look at financial assistance options

The external financial assistance process runs independently through those institutions, which means we can support the applicants with program information, but ultimately it's entirely up to the organizations to decide whether or not the application will be accepted and how much will be covered towards program fees.

