

POWERED BY
PACIFIC FOOTBALL CLUB

PAYMENT AND REFUND POLICY



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1. PROGRAM COST

For the 2022-2023 BCSPL Season, the program total fees are \$3195+GST.

2. METHOD OF PAYMENT

Families will be able to opt between 3 methods of payment: **credit card, cheque or e-transfer**. Please carefully read below the conditions for each payment method so an informed decision can be made before completing your payment.

- Credit Card - families can opt between one upfront full fee payment (due at registration) or 10 monthly payments (every 15th day September to May); The registration system (Teamsnap) charges the following fees for payment processing: the credit card processing rate (3.25% of total fees) and credit card processing fees (\$1.50 per transaction).
- Cheque - one upfront full fee payment (due August 15th)
 - Cheques must be dropped off in person at 3024 Glen Lake Road (care of the Manager of Youth Operations - Giuliano Caseiro)
 - Cheques are not to be mailed to the address above.
 - Cheques received by mail will not be accepted as payment of program fees.
 - If the cheque is not received by the due date (August 15th), the family will be contacted through email by the Manager of Youth Operations and the player(s) will not be authorized to train or play games until the cheque is received.
 - Monthly payments through cheques are not accepted.

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- E-transfer: one upfront full fee payment (due August 15th)
 - Upon completing the e-transfer, the family must send an email to wave@pacificfc.ca to confirm the email address used to transfer the amount.
 - If the e-transfer is not received by the due date (August 15th), the family will be contacted through email by the Manager of Youth Operations and the player(s) will not be authorized to train or play games until the full payment is received.
 - Monthly payments through e-transfers are not accepted.

3. DISCOUNTS

- a. Upper Island Player Discount
 - i. 10% OFF = \$335.47/player;
 - ii. athletes must live north of Ladysmith or in Salt Spring Island;
 - iii. athletes must attend all practices and games;

Exception: if you are an Upper Island Player and have 1 or 2 siblings registering at the same time for the Season 2022-2023, the Upper Island Athlete discount does not apply to you and your siblings. Instead, you must choose between the sibling discount options that apply to your case.

- b. Multi-Child Discount
 - i. Two-sibling Discount - if you have 2 sibling registering at the same time
 - 1. 10% OFF = \$335.47 per sibling
 - ii. Three-sibling Discount - if you have 3 siblings registering at the same time.
 - 1. 20% OFF = \$670.94 per sibling

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4. UNPAID FEES AND COLLECTION

For players on a monthly installments payment model, should they fail to complete any payments, they will receive an automated message from Teamsnap warning the payment has failed. Teamsnap will try twice to run the payment on the credit card on file. After that, a FINAL PAYMENT NOTICE message will be sent by Teamsnap to inform the family they need to manually login into Teamsnap and make the payment themselves.

The family will have 5 current days to fix the payment issue after the final. 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 outstanding balance will result in their suspension from all program activities.

5. REFUND POLICY

- All requests must be made via email to wave@pacificfc.ca by the individual who paid the fee(s).
- An administrative fee of \$25.00 will be charged on approved refunds.
- The final amount of any refund will be at Powered by Pacific FC sole discretion.
- Refunds will not include the following unrecoverable costs:
 - Uniforms/Equipment costs
 - Team picture costs
 - League/governing body affiliation fees
 - Prorated participation fee

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- Powered by Pacific FC is not responsible for the following and will not entertain refund requests for monies:
 - Paid directly to a team or team official
 - Raised and collected by teams through sponsorship or fundraising
- Events or circumstances beyond the club's control (i.e. weather, strikes, etc.) will not be considered cause for refund
- There will be no refund/transfer for a registration fee if a player is suspended or expelled from any Powered by Pacific FC program.

Exceptions

- Full refunds will be granted (with no administrative fee) in the event the Powered by Pacific FC program is unable to form a team.
- Consideration will be provided for the following circumstances, at the club's discretion (\$25 admin fee will still apply):
 - Medical reasons - doctor's note describing the injury and required recovery period must be provided with request
 - Move - a player's family moves outside Vancouver Island
 - A player attains a position on a higher-level BC Soccer sanctioned pathway program (documentation required from club/program)

6. FINANCIAL ASSISTANCE

Our program 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. Families are encouraged to first contact our Manager of Youth Operations (wave@pacificfc.ca) so we can internally look at options before considering external assistance in conjunction with the family and player.

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As external options for financial assistance, families will find multiple organizations, such as KidSport, JumpStart and Athletics for Kids. The financial assistance process runs independently through those institutions, which means we can support the applicants, 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.

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