



Ottawa Gloucester Hornets Refund Policy (September 2025)

Refunds

Assessment fees are non-refundable.

Process

A refund request may be submitted in writing or by email, signed by the parent, guardian or 18+ player. Please note that verbal requests will not be accepted, for example, through a coach or by phone or voice mail.

All refund requests must clearly indicate the reason for the withdrawal.

- **If you have accepted an offer to join a Summer or Winter team**, no refund will be provided.

Injury

Where a player receives a season-ending injury, certified by a medical professional, a pro-rated refund may be issued, less assessment and administration fees, based on date of withdrawal:

- Prior to June 30 (Summer) or November 30 (Winter) - a 50% refund may be issued;
- Between July 1-31 (Summer) or December 1-31 (Winter) - a 25% refund may be issued; and
- No refund may be issued after July 31 (Summer) or December 31 (Winter).

A player is considered to have accepted an offer of placement on a team when:

- written or email acceptance is received by a designated Hornets representative;
- where the offer is not rejected within 72 hours of being sent to the email address provided at registration; or
- within 72 hours of having been offered a position in person or over the phone.

Unforeseen Circumstances

The Club will consider refund requests in situations outside a player or family's control. These situations are considered to be severe in nature and considered extraordinary and non-repeatable.

For players on teams, the refund issued will be calculated by calculating the percentage of time left in the season then by deducting a \$50 administration fee.

These requests should be forwarded in writing or e-mail to the General Manager for consideration. Requests in this category are considered on a one-off basis and will require additional documentation. Not all requests will be processed.

Non-team Programs

Those wishing to leave non-team programs such as Active Start, FUNdamentals, Academy/Showcase or GK Academy can request a refund less a \$50 administration fee provided that the request comes at least 7 days before the program begins.

These requests should be forwarded in writing or e-mail to the General Manager to consider the request.

Outstanding Disciplinary Fines

A player who is fined by the EOS or a similar governing body is held personally responsible for that fine, if found guilty by an appointed disciplinary committee. A player will NOT be registered for their respective team or league, should outstanding fines or fees not be paid. Should a player have an outstanding fine, the amount for this fine will be deducted from any requested refund.

Weather Events

In the event of inclement weather - thunderstorms, humidex warnings, waterlogged fields - the club may make the decision to cancel sessions. We follow the Soccer Canada Lightning Safety/ Severe Weather Policy. There will be no refunds for sessions cancelled due to unsafe weather conditions or unplayable fields.

Recognized Health Pandemics

Requests for refund during health pandemics will be handled as follows. (A health pandemic is defined as recognized by civil authorities requiring closures, stoppages in play/training, vaccinations, or other conditions as determined by health orders.)

1. If the pandemic begins after a winter or summer registration period and team selection has occurred, refunds will be provided on a pro-rated basis minus assessment fees and a \$50 administration fee.
2. If a player registers during a recognized health pandemic and civil authorities make changes to how players will participate in games or training (for example the requirement of masks, or masks to be worn on benches) no refund will be provided after teams are formed.
3. Should a player be required by any civil authority to isolate due to a positive result on a health test or due to a close contact who tested positive, there will not be any refund provided for missed playing or practice time.

Timing of Refund

Please note that refunds will be processed within four to six weeks of the request.