



# **Halton Hawks F C – Club Payment & Refund Policy**

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# 1. Payment Options

- Fees may be paid in full at the time of registration or through an approved **Halton Hawks Payment Plan**.
  - Accepted payment methods include credit card, e-transfer, or cheque.
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## 2. Refunds

### 2.1 General Refund Policy

#### 2.1.1 Registration Fees

Registration fees are used to secure player roster spots, team formation, field permits, league registrations, insurance, staffing, and other operational expenses. As many of these costs are incurred before the season begins, registration fees are subject to the following conditions.

#### 2.1.2 Deposits

All registration deposits are non-refundable. A player's position on a team is not secured until the required deposit has been received.

#### 2.1.3 Uniforms and Equipment

Uniforms, training apparel, and any other club-issued equipment purchased as part of registration are non-refundable once ordered.

#### 2.1.4 Player Withdrawal Prior to Season Start

Players who withdraw before the season begins may be eligible for a partial refund of fees paid beyond the non-refundable deposit and any uniform or equipment costs already incurred by the club.

#### 2.1.5 Player Withdrawal After Season Start

No refunds will be issued once league play, scheduled exhibition games, tournaments, or regular team activities have commenced.

#### 2.1.6 Club-Initiated Team Changes:

The club reserves the right to reorganize teams, reassign players, merge teams, or make coaching changes when deemed necessary for player development, operational requirements, or the overall best interests of the club. Such changes do not constitute grounds for a refund.

#### 2.1.7 Coaching Changes and Team Dissolution

Halton Hawks FC reserves the right to remove, replace, or reassign coaches at any time where deemed necessary due to resignation, unavailability, performance concerns, disciplinary matters, policy violations, safeguarding concerns, or any other circumstance determined by the club.

In such circumstances, the club will make reasonable efforts to appoint a replacement coach and continue team operations. Parents and players will be given the opportunity to continue participating under the new coaching staff.

Should a team subsequently be dissolved due to insufficient player numbers, parent decisions, operational requirements, league considerations, disciplinary matters, or other circumstances beyond the club's control, such dissolution shall not create an obligation for Halton Hawks FC to issue refunds where the club has fulfilled its obligations, incurred expenses, and provided players with the opportunity to participate during the season.



All registration deposits, uniform costs, league fees, insurance fees, and any other expenses incurred by the club on behalf of the player remain non-refundable.

The club may, at its sole discretion, offer affected players placement opportunities on another Halton Hawks FC team where available.

#### 2.1.8 Player Releases

Players requesting a release to another club remain responsible for any outstanding financial obligations owed to Halton Hawks FC. Player releases may be withheld until all financial commitments have been satisfied.

#### 2.1.9 Exceptional Circumstances

Requests for refunds due to serious injury, illness, relocation, or other extraordinary circumstances may be considered on a case-by-case basis at the sole discretion of Halton Hawks FC. Supporting documentation may be required.

#### 2.1.10 Program Cancellation

Should Halton Hawks FC cancel a program or team before the season begins, affected participants will receive a refund of fees paid, less any non-recoverable expenses already incurred on their behalf.

#### 2.1.11 Final Authority

All refund decisions are made by Halton Hawks FC and are final.



## 2.3 Uniforms and Team Apparel

All uniforms, training apparel, equipment packages, and other player merchandise purchased through or on behalf of Halton Hawks FC are non-refundable and non-transferable.

Uniforms and apparel are custom-ordered specifically for each player and, as such, cannot be returned, exchanged, or refunded once an order has been placed with the supplier.

No refunds, credits, or reimbursements shall be issued for uniforms or team apparel in the event of player withdrawal, release, suspension, injury, coaching changes, team reorganization, team dissolution, or any other circumstance after the order has been submitted.

Parents and players acknowledge that the purchase of uniforms and team apparel constitutes a separate commitment from registration fees and remains the responsibility of the player regardless of participation status.

## 2.4 Camps & Clinics Refund Policy

2.4.1 There will be no refund or transfer of registration fees:

- 14 days prior to a P.A. Day Camp
- 14 days prior to March Break Camp
- 14 days prior to the registrant's week of Summer Camp
- 14 days prior to the start date of any clinics, courses, or specialty camps Please refer to the specific camps/clinics website pages for start dates and refund/transfer deadlines.

2.4.2 Refunds requested prior to the above deadlines will be processed, minus the Club's set administrative fee.

2.4.3 A paid registration fee shall be fully refunded in the event the Club is unable to field a camp or clinic or provide a suitable program alternative. No administrative fee shall be withheld in this case.

2.4.4 A paid registration fee shall be partially refunded (pro-rated) if a player withdraws due to medical reasons within 14 days of the injury occurrence. Medical documentation and an Incident Report must be provided. Any refund requested due to player injury will be considered at the sole discretion of the Club.

2.4.5 A paid registration fee shall be partially refunded (pro-rated) if a player's family is transferred to another city, province, or country (proof of transfer required). Any refund requested due to family transfer will be considered at the sole discretion of the Club.

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## 3. Financial Obligations & Enforcement

### 3.1 Payment of Fees

All registration fees and related charges are due in full by the published deadlines or in accordance with an approved payment plan. By completing registration, the parent/guardian (or player, if over 18) enters into a binding financial agreement with the Club.

- **Season-Based Fees:** Registration fees are charged **per season (Fall/Winter or Summer)** and not on an annual basis.
- **Exclusions:** Any additional fees for tournaments, clinics, tryouts, or other activities not directly related to Club programming are **not included** in the registration fee.
- **Uniform Fees:** Player uniforms are mandatory, billed separately from registration fees, and must be paid in full at the time of ordering.
- **Season Commitment:** If a player withdraws after the first official league game has been played, the **full registration fee remains payable**, and no refund shall be issued except as outlined in Section 2.

### 3.2 Payment Plans

If families opt to exercise the **Halton Hawks Payment Plan**, the following terms apply:

3.2.1 A 50% deposit of the total registration fee is due at the time of registration.

3.2.2 The remaining balance will be divided into three equal installments, payable on the 1st of each month for the following three months (unless another written arrangement has been approved by the Club).

3.2.3 Each installment must be paid by its specified due date.

3.2.4 A missed or late installment will render the account delinquent and subject to the same enforcement actions outlined in Section 3.3.

3.2.5 If an installment remains unpaid for more than 15 calendar days, the entire remaining balance shall become immediately due and payable.

3.2.6 Accounts in default may be referred to a collections agency or legal counsel, and the parent/guardian (or player, if over 18) shall be responsible for all associated costs, including administrative fees, late fees, interest, collection fees, and legal costs.



### 3.3 Overdue Accounts

**Any balance not paid within 15 calendar days of the due date shall be deemed delinquent.**

### 3.4 Consequences of Non-Payment

The Club reserves the right to take the following actions against delinquent accounts:

- 3.4.1 **Immediate suspension** of the player's eligibility to participate in all Club activities, including training sessions, matches, tournaments, and events, until the account is settled.
- 3.4.2 **Withholding of player release documentation**, as permitted under Ontario Soccer policies, until the account balance is paid in full.
- 3.4.3 **Assessment of late fees and/or interest charges** at a rate of 7% per month on any overdue balance.
- 3.4.4 **Referral to a collections agency or legal counsel** for recovery of the outstanding balance. All costs associated with such recovery efforts, including but not limited to collection agency fees, court costs, and reasonable legal fees, shall be added to the account holder's balance and shall be the sole responsibility of the parent/guardian or player.

### 3.5 Acknowledgment of Responsibility

By registering, the parent/guardian (or player, if over 18) acknowledges and agrees that they are personally and financially responsible for all fees incurred, and that failure to meet these obligations may result in suspension, denial of services, and legal action.

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## 4. Player Release Policy

- Players with outstanding balances will not be released to another club or organization until all fees are paid in full.