



## Payment & Refund Policy

**Fees in Arrears Policy:** If a player's fees are in arrears more than two (2) months Dutch Connections FC will suspend training and game play until arrears are paid and the player's account is in good standing. Players who are not up to date on their Academy Fees will not be eligible to participate in Optional Tournaments.

**Player Injury Policy:** I understand that, I am financially liable to the following in case of injury sustained by the player, under the provision that a doctor's note has been provided indicating the severity of the injury and bound medical advice. If an injury keeps the player out for up to 6 weeks, no Academy fee reduction is applicable. For an injury that keeps the player out of Academy activities for 6 - 20 weeks, a 25% fee reduction may be applied to the registrant's Academy fees until the player returns to regular play. If an injury keeps the player out for over 20 weeks, a 50% fee reduction may be applied to the registrant's Academy fees until the player returns to regular play. In the event of injury, we must receive written notice along with the doctor's note via email to: [admin@dutchconnectionsfc.com](mailto:admin@dutchconnectionsfc.com) and [academymanager@dutchconnectionsfc.com](mailto:academymanager@dutchconnectionsfc.com).

**Player Absence Policy:** Players who are absent for any reason, including vacation and illness, are still responsible for the full Academy Fees and Payment Schedule during their absence. Dutch Connections FC is not responsible for providing makeup sessions.

**Player Withdrawal Policy:** If you choose to leave the Academy, we must receive written notice via email to: [admin@dutchconnectionsfc.com](mailto:admin@dutchconnectionsfc.com) and [academymanager@dutchconnectionsfc.com](mailto:academymanager@dutchconnectionsfc.com). There will be no refunds after the deposit payment has been made to Dutch Connections FC. Participants are bound to the agreed payment schedule and will be required to pay the monthly payment due for the month in which they withdraw. Until all fees have been paid, the player will remain registered with Dutch Connections FC and will not be eligible to play for any other Ontario Soccer affiliated organization. The Player shall be released by Dutch Connections FC Academy once full payment is made.

**Player Release Policy:** If a player is suspended or expelled at any time, pursuant to [Dutch Connections FC policies, rules or Codes of Conduct](#), there will be no refund of any fees, including any deposit(s) paid to date, and the player will remain responsible for the payment of any outstanding or fees still owed to Dutch Connections FC. Dutch Connections FC reserves the right to release a player during the transition from the indoor curriculum to the outdoor season. If a player is released, they will not be responsible for the balance of the payment schedule and any deposits and programs paid in full will be prorated. If applicable, a refund will be issued.



## Payment & Refund Policy Continued

**Optional Tournament Refund Policy:** There will be no refund of any deposits for tournaments, festivals or other optional participation events. Travel tournaments, festivals or other events will only be refunded upon receipt of a Refund Request received no less than seven (7) days prior to travel along with supporting medical documentation from a physician. The Refund Request must be submitted via email to: [admin@dutchconnectionsfc.com](mailto:admin@dutchconnectionsfc.com) and [academymanager@dutchconnectionsfc.com](mailto:academymanager@dutchconnectionsfc.com). There will be no refund of any deposits or fees for international tournaments, festivals and events (i.e. US Tournaments, Feyenoord Travel) unless that players' spot can be filled by another player on the roster. Approved refunds are subject to a \$250 administration fee.

**Circumstances Of Force Majeure:** If there is any cancellation, modification, suspension, postponement, delay or shortening of any Dutch Connections FC soccer programs, events or travel due to any causes beyond Dutch Connections FC's reasonable control, such as an event or circumstance of force majeure, Dutch Connections FC is not liable or responsible to provide any refunds or make up sessions. A force majeure event or circumstance is beyond the reasonable control and without the fault or negligence of Dutch Connections FC. A force majeure event or circumstance may include, but is not limited to the following: acts of God, radiation or contamination, pressure waves, earthquakes, field closures, labour disputes, strikes, riot, war, COVID-19, diseases, pandemics, epidemics, plague, natural disasters, floods, fires, severe/adverse weather conditions, travel bans, governmental acts, interventions or regulations.