

Policy number: FNB-1008

Version: 1

Effective date: April 2017

Title: Refund Policy

1.0 GUIDING PRINCIPLE

Football New Brunswick (FNB) is the recognized Provincial Sport Organization (PSO) for Tackle, Flag and Touch Football in the Province of New Brunswick. As the PSO, FNB will offer activities, competitions, and programs of play that require a registration fee to participate.

Accordingly, the Board of Directors (BoD) of FNB will develop and maintain a policy for persons requiring a refund. The refund policy will ensure the administrative costs and other non-refundable costs are not absorbed by FNB.

2.0 POLICY STATEMENT

- 2.1 Refunds will be issued to players leaving a FNB program before the start date of said program. Refunds will be less \$25 for insurance and administration costs. Any additional costs absorbed by FNB such as clothing, baseline tests etc will be deducted.
- 2.2 If a player requests a refund after the start of a program, \$50 per program day will be deducted from the refund. Refunds will be less \$25 for insurance and administration costs. Any additional costs absorbed by FNB such as clothing, baseline tests etc will be deducted.
- 2.3 Any refunds to players cut from provincial teams will not include deductions listed in 2.1 and 2.2, but will follow pre-determined refunds based on BOD approved provincial team budgets. No refunds will be issued for fundraising money.
- 2.4 All refunds will be issued the same way payment was received. Online refunds will be issued on the same card used to pay the registration fee. For cash/cheque payments, cheques will be mailed to the person requesting a refund.

3.0 PROCEDURE

- 3.1 Request for refund must be made to the Executive Director of FNB via email.

3.2 The Executive Director will:

- 3.2.1 Review the request.
- 3.2.2 Ensure the person requesting a refund has paid their full registration fee and has no outstanding balances with FNB.
- 3.2.3 If the request is sufficient, issue a refund following the protocol outlined in 2.0 of this policy.