

**CALGARY UNITED SOCCER ASSOCIATION
FINANCIAL POLICY
FINANCIAL MANAGEMENT AND PRACTICES PROCEDURE**

REFUND AND BOND RETURN PROCEDURE

Refunds

CUSA will provide refunds on the following goods and services when circumstances warrant:

1. Team deposits.
 - a. When requested prior to Board acceptance into league for the season in which the deposit was paid.
 - b. After the Board approval of the league alignment deposits are non-refundable.
2. Course Fees.
 - a. When CUSA received written notification at least 72 hours prior to the commencement of the course.
 - b. No refund for non attendance or after the course has commenced.
3. League Cup Fees
 - a. When requested prior to deadline specified on Cup application.
 - b. After the Cup application deadline has passed fees are non-refundable.
4. Team Fees
 - a. When a team has provided written notification to the league that they are withdrawing from play and less then 2/3 of the season has been completed then the team will be eligible for a prorated portion of their fees, less any outstanding monies owed to CUSA.
 - b. When a team has provided written notification to the league that they are withdrawing from play and more then 2/3 of the season has been completed then the team will not be eligible for a refund.

Refunds will not be issued for:

1. Fines, and penalties applied to an individual or team;
2. Purchase of ID cards;
3. Travel Permits that have received approval of Alberta Soccer Association;
4. Tournament sanctioning requests that have received approval from Alberta Soccer Association.

The following applies to process a refund:

1. CUSA staff is to retain complete records of all refund transactions including:
 - a. Purchaser's name, mailing address and telephone number;
 - b. Original transaction date;
 - c. Official CUSA receipt number;
 - d. Description of the good or service that is being refunded;
 - e. Original selling price, GST, and total proceeds;
 - f. Reason for the refund.
2. Refund will only be issued to individual or organization on record for payment.
3. Credit card transaction returns must be refunded to the purchaser's credit card
4. Currency transactions and debit card transactions are refundable by cheque. Cash refunds are not an option.
5. Cheque transactions are refundable by cheque, following a suitable waiting period to ensure the original cheque has successfully cleared the bank.

Bonds

CUSA will provide a full refund on performance bonds applied against an individual or team after the bond term has lapsed.

1. The CUSA Board will approve the return of the bond.
2. CUSA does not provide interest on the bond.
3. Repayment will only be issued to individual or organization on record for payment.
4. When after a year from the expiry of the term of the bond has lapsed and the Member or members have not claimed the bond and the Association has taken all reasonable steps to contact the same, the total sum of the bond is subject to forfeit and will be deposited into general revenues of the Association.
5. Repayment will be by cheque.