

## Refund and Credit Policy for Indoor 2020/21 in the event of a shutdown due to COVID-19

### RECREATIONAL PROGRAMS

North Toronto Soccer will follow all guidelines from Ontario Soccer and public health authorities. **In the event of a suspension of on-field/in-person soccer programs, all current players will remain registered with NTSC.**

Soccer programs will resume when the suspensions are lifted, possibly in modified form (i.e. increased physical distancing and/or smaller groups as per the guidelines) and/or a different schedule.

In the event of a shutdown program schedules will be extended to provide as close to equal programming as possible. Fall programs may extend into the winter, and indoor programs may extend into the outdoor season. With programs in smaller groups NTSC may incur higher costs, so a program may run for fewer hours on field than originally planned. We also hope to provide online soccer opportunities for recreational players free of charge thanks to a sponsorship during a shutdown.

As a **not-for-profit organization** NTSC depends on registration fees to cover the cost of programs on a break-even basis. NTSC understands that it is in the best interest of our members to keep our core staff employed during a shutdown, so that we are able to resume operations as soon as restrictions are lifted.

Player fees may be reduced if on-field activities are suspended for an extended period of time. In that event, families would receive a **credit** on their family account. If play resumes with increased physical distancing and/or smaller groups, NTSC may incur higher costs than normal. This may offset the fee reduction and/or a program may run for fewer hours on-field than originally planned.

A player may withdraw from the program in extenuating circumstances, such as a family moving out of Toronto, extended illness or injury (with a doctor's note), or a change in family health situation (e.g. a member of the household becomes high risk for COVID-19 exposure, with a doctor's note).

Please see below for details on the options for credits.

### Three options for credits/refunds/donations:

When a family receives a credit for any of the reasons noted above, they have three options:

- Keep a **credit** on their family account which can be applied to any future program offered by NTSC (recreational or competitive). If a family is unable to use their credit, they will be able to receive a refund some time after play resumes and NTSC has funds available. Families who move out of the area or players who graduate from our programs before play resumes will have priority to receive a refund.
- The fee that you paid can be **donated** to the [North Toronto Sports Foundation](#), for which a **charitable tax receipt** will be issued. This Foundation supports many NTSC programs. Several families have already decided to make such a donation. If this is an option for you, please contact: [administration@ntsoccer.com](mailto:administration@ntsoccer.com).
- Another option is for a family to receive a **refund** for the credited portion of fees they paid. A refund can be expected within 2 months of NTSC receiving a refund request to: [administration@ntsoccer.com](mailto:administration@ntsoccer.com). An administrative fee will apply in the amount of **\$30** for recreational programs. In the event that NTSC does not have funds available within two months of receiving the refund request, the administrative fee would be waived, and the refund would be issued as soon as possible.