



TORONTO INTERNATIONAL FOOTBALL ACADEMY (TIFA)

WEST HAM FOUNDATION TORONTO

Registration, Withdrawal & Refund Policy

Toronto International Football Academy / West Ham Toronto Effective for the 2026/27 Season

This Registration, Withdrawal & Refund Policy applies to all Academy seasonal and year-round player registrations. By completing registration, the parent/guardian acknowledges that they have reviewed, understood, and agreed to this policy.

1. Registration Commitment

A player's registration is considered confirmed once the registration process has been completed and the required initial payment, deposit, or agreed payment arrangement has been accepted by the Club.

Registration represents a **financial commitment to the full program selected**, whether payment is made in full or through an installment/payment plan.

Once registration is confirmed, the Club reserves a roster position for the player and begins making financial and operational commitments based on the number of registered players.

These commitments may include:

- Team formation and roster planning;
- Coaching assignments and staffing;
- Field, gym, and facility bookings;
- League, association, and player registration fees;
- Insurance and administrative expenses;
- Match and competition planning;

- Uniforms, apparel, and equipment where applicable;
- Technical programming and player assessments; and
- Player development and pathway planning.

Many of these expenses and commitments are made in advance and cannot be recovered when an individual player subsequently withdraws.

2. No Refund After Registration

All registration fees are non-refundable once a player's registration has been completed and confirmed, except where otherwise required by applicable law or expressly provided under this policy.

A player's subsequent withdrawal does not normally cancel the financial commitment associated with the registration.

The Club's program planning and financial commitments are based on confirmed registrations rather than individual attendance. Accordingly, registration fees are charged for the **program and roster position made available to the player**, not solely for the number of training sessions or matches actually attended.

3. Voluntary Withdrawal

No refund will normally be provided where a player or family voluntarily withdraws after registration for reasons including:

- Change of mind;
- Scheduling conflicts;
- School commitments;
- Vacations or travel;
- Transportation difficulties;
- Participation in another sport, club, academy, or activity;
- Family scheduling changes;
- Failure or inability to attend available training sessions;
- Missing matches or other team activities; or
- A personal decision to discontinue participation.

The Club will continue to make the registered program available to the player unless otherwise communicated.

4. Training Attendance

Registration fees are based on the complete program offered by the Club and are **not calculated according to an individual player's attendance**.

For example, where a team is offered three training sessions per week, a player who chooses or is only able to attend two sessions is not automatically entitled to a fee reduction or refund.

The Club continues to incur coaching, facility, league, administration, and team costs regardless of whether every individual player attends every available session.

At management's discretion, a goodwill adjustment may be considered in exceptional circumstances. Such an adjustment does not establish an entitlement or precedent.

5. Matches and Playing Time

Registration provides access to the applicable competitive program but does **not guarantee**:

- A specific amount of playing time;
- A starting position;
- Participation in every match;
- A specific playing position;
- Selection for a particular match or tournament;
- Placement with a particular coach; or
- Placement permanently on a particular team or age group.

Playing time and team selection may be determined by factors including attendance, development, performance, attitude, tactical requirements, player safety, team needs, competition level, and coaching decisions.

Dissatisfaction with playing time, position, team placement, or coaching decisions does not normally constitute grounds for a refund.

6. Team Placement & Development Pathway

The Club's technical staff may place or move a player between appropriate teams, training groups, competitive levels, or age groups when permitted by applicable league and governing-body rules.

A player may also be provided with an opportunity to **play one year up or participate in an accelerated/Fast Track development pathway** where the technical staff believes that doing so will appropriately challenge and support the player's development.

Such technical decisions do not constitute grounds for a refund.

7. Injuries and Medical Circumstances

Injury, illness, or temporary inability to participate does not automatically qualify a player for a refund because many of the player's registration-related costs have already been incurred or committed.

For a significant medical circumstance that prevents a player from participating for an extended period, the parent/guardian may submit a written request to Club management together with appropriate supporting documentation.

At its discretion and subject to applicable law, the Club may consider an appropriate accommodation, such as a **future program credit, transfer, partial adjustment, or another reasonable arrangement**.

Any decision will take into consideration the circumstances, duration of absence, portion of the program already delivered, and costs already incurred or committed by the Club.

8. Schedule and Facility Changes

Training schedules, match schedules, facilities, days, times, coaches, leagues, and team structures are subject to reasonable changes during the season.

Changes may occur because of:

- League scheduling;
- Facility availability;
- Municipal or school-board decisions;
- Weather or unsafe field conditions;
- Field closures;
- Team numbers;
- Competition requirements;

- Coach availability;
- Governing-body requirements; or
- Other circumstances reasonably outside the Club's control.

Reasonable operational changes do not automatically constitute grounds for a refund.

Where the Club makes a substantial change that materially reduces the core program purchased, management will review the circumstances and determine an appropriate remedy, subject to applicable law.

9. Weather and Cancelled Sessions

Outdoor and indoor programming may occasionally be cancelled or modified because of severe weather, unsafe playing conditions, facility closures, air-quality concerns, government or governing-body requirements, or other circumstances affecting player safety.

Where reasonably possible, the Club may attempt to reschedule or provide an alternative session; however, **a replacement session cannot always be guaranteed.**

Individual weather-related cancellations do not normally qualify for refunds.

10. Payment Plans

A payment plan is provided as a convenience and **does not convert registration into a month-to-month membership.**

Where a family chooses an installment plan, the installments represent payments toward the total registration fee for the program.

Withdrawal from the program does not automatically cancel remaining installments or outstanding registration fees.

Unless the Club agrees otherwise in writing, outstanding amounts remain payable in accordance with the registration agreement and this policy.

11. One-Year Program

Registration in the **One-Year Program (Indoor + Outdoor)** represents a commitment to the entire program period.

Any discount associated with the One-Year Program is provided in consideration of the player's commitment to the complete indoor and outdoor program.

A player who chooses to withdraw after the indoor portion has commenced or concluded is not automatically released from the financial commitment associated with the outdoor portion.

Any exceptional request will be reviewed by management under this policy.

12. Uniforms, Apparel and Equipment

Uniforms, apparel, customized merchandise, and equipment that have been ordered, customized, issued, or delivered are **non-refundable**, except where required by applicable law.

Where the Club provides uniforms or equipment at no additional charge, the value and costs associated with those items may nevertheless be considered when reviewing any exceptional request for an adjustment or credit.

13. League and Third-Party Fees

League registration, player registration, governing-body fees, tournament fees, insurance, permits, payment-processing charges, and other third-party expenses may become non-recoverable once the Club has committed or paid them.

Where an exceptional refund or credit is approved, such non-recoverable expenses may be deducted from any amount otherwise approved.

14. Camps, Tournaments, Tours and Special Programs

Camps, tournaments, international tours, identification programs, travel programs, and other special events may be governed by **separate registration, cancellation, and refund terms**.

The Club may be required to make advance non-refundable payments for flights, hotels, facilities, tickets, tournament entries, transportation, partner organizations, or other third-party services.

Where separate terms are provided for a particular event or program, those terms will apply to that registration.

15. Suspension or Removal for Conduct

Players and parents/guardians are expected to comply with the Club's Code of Conduct, safeguarding requirements, team rules, and other applicable policies.

Where participation is suspended or terminated because of serious or repeated misconduct, abusive or inappropriate behaviour, safeguarding concerns, or material

violation of Club policies, any financial adjustment will be determined in accordance with this policy, the circumstances, and applicable law.

16. Program Cancellation by the Club

If the Club permanently cancels an entire program and cannot provide a reasonable replacement, alternative program, rescheduling arrangement, or credit, management will determine an appropriate refund or other remedy for the undelivered portion, taking into account the circumstances and applicable law.

This section does not apply to ordinary schedule changes, individual weather cancellations, facility substitutions, team restructuring, or similar reasonable operational adjustments.

17. Exceptional Circumstances & Goodwill Adjustments

The Club recognizes that exceptional circumstances may arise.

Management may, at its discretion and subject to applicable law, approve a:

registration credit, program transfer, payment adjustment, partial refund, or other reasonable accommodation.

Any exception is considered individually and does not establish a precedent or create an entitlement for another player or family.

18. How to Submit a Request

Any withdrawal, exceptional circumstance, or request for review must be submitted **in writing** to:

register@torontofa.com

The request should include the player's name, birth year/team, registered program, reason for the request, and any relevant supporting documentation.

Submitting a request does not guarantee that a refund, credit, or adjustment will be approved.

19. Acknowledgment and Acceptance

By completing registration, making a deposit or payment, or accepting a place in the program, the parent/guardian acknowledges that:

- 1. Registration represents a commitment to the selected program;**
- 2. The Club relies on confirmed registrations when committing coaches, facilities,**

- league registrations, team resources, and player development opportunities;
3. Registration fees are not based solely on individual attendance;
 4. Payment plans are installments toward the total program fee and are not monthly memberships; and
 5. Registration fees are non-refundable after registration except as expressly provided by this policy or required by applicable law.

The parent/guardian confirms that they have read, understood, and agreed to this **Registration, Withdrawal & Refund Policy**.

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2026/27 Season