

Refund Policy

This Refund Policy outlines the conditions under which registration fees or program payments may be refunded to players or parents at PSA Canada. It ensures transparency and fairness in the handling of financial transactions related to participation in Academy programs.

1. Policy Purpose

To provide a fair and consistent framework for processing refund requests while recognizing the operational costs associated with running the Academy's programs.

2. Non-Refundable Fees

The following fees are non-refundable:

- Registration administration fees
- Uniform or equipment fees once ordered or distributed
- League registration or insurance fees once submitted to third parties.

3. Eligible Refund Situations

Refunds may be granted in the following cases:

- Player withdrawal due to medical reasons with a valid doctor's note
- Relocation of the family outside a reasonable commuting distance
- Program cancellation by PSA Canada
- Exceptional circumstances approved by the Academy Director.

4. Refund Request Process

Requests must be submitted in writing to the Academy via email (psacanada2024@gmail.com) and must include the reason and any relevant supporting documents. Refunds will be calculated based on the date of the request, not the last attendance date.

5. Refund Calculation & Timeline

Refunds will be prorated based on the number of weeks remaining in the program, less any non-refundable fees. PSA Canada will process approved refunds within 30 days of receiving the full documentation.



6. Special Circumstances

In case of:

- Injury: A refund may be offered for the remaining unused period with a medical certificate
- Suspension or expulsion due to misconduct: No refund will be provided
- Force Majeure (e.g., pandemic lockdown): Refunds or credits may be issued at the discretion of the Academy.

7. No Refund Conditions

No refunds will be issued for:

- Voluntary withdrawal after 50% of the season has passed
- Missed sessions due to personal scheduling conflicts or travel
- Changes to practice/game schedules or locations

8. Appeal Process

Families may appeal refund decisions by submitting a written appeal to the Board of Directors. All appeal decisions are final.

