



ASTRA Refund, Collection, and Registration Policy

Updated January 31, 2023

Refund Policy

- In the case of serious injury or illness, athletes are eligible to receive a full refund for the number of training sessions missed. A doctor's note is required. This only applies in situations where the athlete will miss more than 30 consecutive days of training.
- Families who relocate more than 50km away and can no longer attend training will receive a full refund for the remaining training sessions.
- A full refund of registration fees will be returned if there are insufficient player or team registrations to offer the program, league, camp or clinic.
- Registration for a program is commitment to attend the program. Cancellations more than 14 days prior to the start of the program will be offered a 50% refund.
- Less than 14 days before the program start date: 25% of the fees paid will be refunded.
- After the program starts, no refunds will be issued unless the family relocates or there is a serious injury or illness which requires the player to miss more than 30 consecutive days. For a serious injury, a medical note is required right after the injury incident occurs and medical advice has been sought.

Collections Policy

- The majority of families choose to pay by automatic credit card instalments – these are setup in our registration backend (RAMP) when you register for a program. *Note - These automatic credit card payments through RAMP can only be set-up on the initial registration of the player and not after

registration has been completed. Families that wish to pay online by credit card by the set payment amounts after the initial registration will have to pay manually by credit card on the due dates. These instalments can also be paid manually on due dates by e-transfer, cash, or cheque (payable to ASTRA Sports Inc.).

- Registrations received after a program has started will be required to pay the full fees owing for that phase and fees will not be prorated based on the number of sessions missed. For example, a player joining a program two weeks after it has started would not receive a reduction in fees for the sessions missed. If a player registers within the second payment phase of a program, they would be required to pay the full second installment amount regardless of how far into the second phase of training they are.
- All program fees or the first required fee payment must be paid within 24 hours of registration. Where a special fee payment plan is requested, this must be received with the specific breakdown of fees with dates that each payment will be made, how much, and by what form (i.e., e-transfer, cheque, cash, online by credit card). If the required initial fee payment or a fee plan is not received within 24 hours after registering, then the player may not potentially start the program or continue with the program until fees are paid or the fee payment plan is received and approved by ASTRA staff.
- All Travel Team and/or PSL fees (set by each team based on events/competitions attended) must be paid by the date(s) set by the team manager(s) or families must provide a fee payment plan with specific fee breakdown information before the travel team fee payment deadline. Refunds or not paying full travel team fees would only be allowed where an injury occurs (with medical note provided) which does not allow the player to attend any travel team events/competitions moving forward. Or, a player moves 50km or more away from Saskatoon and is not able to continue on with ASTRA programming. These situations will be reviewed on a case-by-case basis.
- If at any time during a program, communication with regards to fees owing is not received then ASTRA has the right to suspend participation until communication is received or fees are paid.

- For ASTRA programs that cover both indoor and outdoor seasons, players leaving the program prior to the end will owe the full program fees. The only exception to this would be for serious injury (with medical note provided) which does not allow the player to carry-on with a program or if a family moves 50 km or more and are not able to travel to attend the program any longer.

Registration Policy

- Registration opens a minimum of 60 days prior to the start of the program.
- Registration closes 7-14 days prior to the program start date – any late registrations will be subject to a \$25.00 administration fee
- Multi-sibling discounts are available for families who register 3 or more children. These discounts are to the amount of 5%, 10%, and 15%.
- All registration is completed online through RAMP. Families who wish to pay by cheque or cash may register but fees must be submitted no more than 24 hours after the initial registration.
- All registration related questions can be sent to Joan@astrasoccer.ca