

## **MODS Refund Policy**

### **Purpose**

The purpose of this policy is to explain the process and the situations for when MODS will refund purchases of memberships and merchandise.

### **Scope**

This policy applies to all MODS members.

### **Scheme**

- MERCHANDISE / RESOURCE MATERIAL

MODS will issue a full refund if the item is unused within 15 days of the purchase. A 10% administrative fee will be retained on all refunds. Used items will not be eligible for return.

- TEAM AND INDIVIDUAL REGISTRATION FEES

MODS will refund fees submitted for team registration fees and individual league registration fees subject to the following conditions: A flat \$25.00 administrative fee will be retained on all refunds requested prior to the start of the season. There will be no refunds issued to teams or clubs who have their membership status suspended or revoked for disciplinary reasons. Refunds for teams who were turned away because registration was full will be 100%. Teams requiring a refund after the start of the season will be charged 50% of the team fee. This also applies to individual league fees (e.g. Women's league). The start of the season will be defined as one week prior to the first game of the season for that particular league.

- MODS MEMBERSHIP FEES

MODS will issue a full refund of membership fees for the first 30 days of the league they were purchased in. After that date there will be no refunds or transferring of fees to another player.

- NSF CHEQUES

MODS will charge a flat rate of \$20.00 per cheque that is returned due to 'insufficient funds'. The original amount of the item must be paid in full to MODS with cash, certified cheque or money order immediately.

### **Approval**

This policy was approved by the MODS' Board of Directors on September 22<sup>nd</sup>, 2010. It will be reviewed on an annual basis and may be amended, deleted or replaced by a resolution of the Board.