

Peel Region Football Refund Policy

Policy Number	PRF-POL-002
Policy Owner	Registrar
Applies To	All registered Athletes and families participating in PRF programs
Approved By	Board of Directors
Effective Date	September 22, 2026
Last Reviewed	September 22, 2026
Next Review	As required

1. Purpose and Acknowledgement

This policy sets out how Peel Region Football (“PRF” or the “Club”), home of the Peel Panthers, handles refunds, withdrawals, and outstanding balances for its programs. Its aim is to treat every family fairly and consistently, to protect the programs the Club has already committed funds to, and to ensure the Club meets its obligations as a volunteer-run Canadian not-for-profit organization, as a member of Football Canada and Football Ontario, and as a member club of the Ontario Summer Football League, Ontario Fall Football League and Ontario Women’s Football League (each, the “League”).

As a not-for-profit organization, PRF commits most registration revenue to League and provincial fees, insurance, field rentals, officials, and equipment before the Season begins. Refund amounts reflect these committed costs.

Before completing registration, all families must review and acknowledge this Refund Policy.

Registration with Peel Region Football confirms a family’s commitment to participate in the program and to pay all applicable fees according to the payment schedule or approved payment arrangement.

All PRF programs include a non-refundable Administration Fee once an Athlete is registered: \$250 for tackle football and \$100 for Flag Football.

2. Scope

This policy applies to all Athletes and families registered in PRF programs across Brampton, Caledon, and Mississauga, including Spring and Fall tackle football and Flag Football for Athletes aged 5 to 19 and the Club’s women’s teams, and to the Directors and volunteers who administer refunds on the Club’s behalf.

This policy governs all refunds issued by PRF. Where another PRF policy refers to refunds, including the Registration Policy (PRF-POL-001) and the Equipment Policy (PRF-POL-003), this policy applies.

3. Definitions

- **Administration Fee** – the non-refundable fee included in every PRF program registration: \$250 for tackle football programs and \$100 for Flag Football.
- **Athlete** – any person registered in a PRF program.
- **Board** – the Board of Directors of Peel Region Football.
- **Club or PRF** – Peel Region Football, a not-for-profit corporation governed by the Canada Not-for-profit Corporations Act.
- **Equipment Distribution** – the date on which PRF issues equipment to the Athlete's team or program.
- **League** – Ontario Summer Football League, Ontario Fall Football League and Ontario Women's Football League, the leagues that sanction the Club's regular-season and playoff play.
- **Parent/Guardian** – the parent or legal guardian of an Athlete who is under 18 years of age.
- **Registration Fee** – the total program fee published by the Club for the Season, including the Administration Fee.
- **Season** – the period of a PRF program, from the first scheduled practice to the last scheduled game, as published by the Club.

4. Withdrawals and Outstanding Balances

Withdrawal from a PRF program does not automatically cancel unpaid fees.

If an Athlete withdraws from a program before a partial refund or no-refund deadline, and the family has not yet paid the minimum amount owed under this policy, the family remains responsible for paying the amount that would have been due as of the withdrawal date.

For clarity, the following requirements apply:

- If the Administration Fee has not been paid, it remains due.
- If the Athlete withdraws during a 50% refund period, the family remains responsible for 50% of the Registration Fee, less any payments already made.
- If the Athlete withdraws after the no-refund point, the full Registration Fee remains due, less any payments already made.
- Any approved payment plan or payment commitment remains in effect until the required amount under this policy has been paid.

5. Spring and Fall Tackle Football Refunds

5.1 Partial Refund Before Equipment Distribution or Key Program Date

A partial refund, equal to the Registration Fee paid minus the \$250 Administration Fee, may only be processed if the refund request is submitted before Equipment Distribution or before the applicable date below:

- Spring season: March 30
- Fall season: September 1

5.2 Partial Refund After Equipment Distribution or Key Program Date and Before First Game

A partial refund equal to 50% of the Registration Fee may only be processed if the refund request is submitted after the applicable date above or after Equipment Distribution, but before the first game, including exhibition or League games.

5.3 Customized Jersey Deduction

An additional fee of \$150 plus tax will be deducted from any refund if a customized jersey has been ordered.

6. Flag Football Refunds

Flag Football has a separate refund standard because the program schedule is shorter and costs are incurred quickly once sessions begin.

A partial refund, equal to the Registration Fee paid minus the \$100 Administration Fee, may only be processed if the refund request is submitted before the Athlete has attended two Flag Football sessions.

Once an Athlete has attended two Flag Football sessions, no refund will be provided, except as set out in section 7.

If an Athlete withdraws from Flag Football after attending two sessions and the full Registration Fee has not been paid, the family remains responsible for the full Registration Fee, less any payments already made.

7. Exceptional Circumstances

The Board may approve a refund outside the standard schedule in the following circumstances. Each request is reviewed individually, and any refund is at the Board's discretion unless stated otherwise.

- Program cancelled by the Club: if PRF cancels a program before it begins, a full refund of the Registration Fee, including the Administration Fee, will be issued.
- Shortened Season: if a Season is significantly shortened by circumstances beyond the Club's control, the Board will review whether any partial refund or credit is possible, taking into account costs already incurred.

Families experiencing financial hardship are encouraged to contact the Registrar before withdrawing. PRF may be able to offer a payment plan or other confidential support under section 5.4 (Financial Assistance) of the Registration Policy (PRF-POL-001).

8. No Refund Circumstances

Except as set out in section 7, Peel Region Football does not provide refunds in the following situations:

- If the refund is requested after the start of the Season.
- For Flag Football, once the Athlete has attended two sessions.
- Athlete injuries, changes in physical condition, scheduling conflicts, or other personal situations.
- Teams or individuals who are suspended or ejected from the League due to violations of the League's code of conduct or the Football Ontario Code of Conduct – Players & Spectators, including fighting, threats, abusive conduct, disruptive behaviour, or other misconduct.
- If an Athlete who has not been released from the program joins another club.
- For closures due to inclement weather, forfeited games, cancelled games, or rescheduled games.
- For events beyond the Club's control, including public health restrictions, facility closures, disasters, or other circumstances outside PRF's control.

9. Refund Procedure

All refund requests must be submitted in writing by email to: registrar@peelregionfootball.ca.

The refund request email must include the following information:

1. Athlete's full name
2. Team name or program name
3. Reason for the refund request
4. Supporting documents, where applicable (for example, a note from a health-care practitioner)

Refund requests will be reviewed within 14 days of receipt.

Refunds will be assessed based on the date the written request is received, the Athlete's program, the stage of the Season, Equipment Distribution status, session attendance, jersey orders, and any outstanding balance on the account.

For clarity, the following requirements apply:

- Refunds will only be issued after all Club equipment has been returned in acceptable condition, as set out in the Equipment Policy (PRF-POL-003).
- Any outstanding balance, unreturned equipment charge, or customized jersey deduction will be deducted from the refund.
- Approved refunds will be issued to the original method of payment within 30 days of approval.

10. Responsibilities

- **Board** – approves refunds under section 7, hears appeals, and approves changes to this policy.
- **Parents/Guardians** – submit refund requests in writing, return all Club equipment, and pay any amounts that remain due.
- **Registrar** – receives and reviews refund requests and confirms the Athlete’s program, attendance, and equipment status.
- **Treasurer** – processes approved refunds and manages outstanding balances and payment plans.

11. Questions and Appeals

Questions about this policy should be directed to the Registrar at registrar@peelregionfootball.ca. A family that disagrees with a decision made under this policy may submit a written appeal to the Board within 14 days of the decision. The Board’s decision is final.

12. Policy Review and Administration

This Refund Policy is subject to change at the discretion of the Board and will be reviewed annually before registration opens. The current version is posted on the Club website.

Refund decisions will be made in accordance with this policy and the Club’s commitment to fairness, transparency, and responsible program management.