



Refund Policy

Ottawa Islamic Soccer League recognizes and appreciates the need to service participants by providing a vehicle to obtain refunds in the event of a conflict. The club shall reimburse 100% of the registration cost. Requests for a refund made less than 10 business days prior to the start of the program shall be reimbursed at 50% of the amount paid. No refunds shall be given for requests made after the participants first scheduled program session or practice. Genuine documented illness, injury or emergency situations will be excluded from the above policy and refund eligibility will be determined on an individual basis.

For Equipment and Apparel:

No refunds will be given once the product or equipment has been used. No refunds after 7 days from the date of purchase. Club will replace product if it was defective at time of delivery. It is the customer's responsibility to inspect product prior to accepting it.

To qualify for a refund, the following criteria must be met:

1. Requests must be made in writing to the club via email (info@ottawaisl.ca).
2. The date of the request shall be the date of the email.
3. The request shall include the amount requested, the name of the player as well as the parent's name and address for payment.
4. Once received, the request shall be approved and forwarded for payment processing.
5. Applicants should allow approximately 60 days for processing.

Acceptance of Enrollment Agreement Terms & Refund Policy:

I accept and agree to the provisions of this Agreement. NOTE: By registering, you are agreeing to the foregoing provisions, including the general waiver and acknowledgment, which, among other things, limits the liability of the Club in certain areas and the Refund Policy.

Date Revised: September 2025