EDS

Refunds, credits and transfers

Version 2026-2027 | Updated: September 2026

ENGLISH VERSION

EDS policy

This policy explains cancellation rights, refunds provided by law, and credit and transfer options offered by the Club. A request for a voluntary credit or transfer does not take away the member's cancellation and refund rights provided by law.

1. Cancellation before the course starts

- The member may cancel by written notice before the course starts.
- No cancellation fee or penalty will be kept.
- Any refund due will be paid within the time provided by law.

2. Cancellation after the course starts

- The contract ends when written notice is sent. The amount that may be kept is limited to the cost of sessions already received and the penalty allowed by law, namely the lesser of $50 or 10% of the value of sessions not received.

3. Missed sessions, personal withdrawals and late registration

- No refund of a single session is given for an absence, holidays, a move, an injury, a schedule conflict, school, a family emergency, transport, forgotten equipment or a personal withdrawal.
- A suspension for disruptive behaviour does not automatically create a refund right.
- Late registration does not automatically reduce the price.
- These rules do not limit the right to cancel the rest of the contract in accordance with the law.

4. Voluntary Club credits

- Where the member agrees, the Club prefers a credit or transfer so that the eligible value of paid sessions is kept.
- On request and after approval, the Club may offer a credit equal to the eligible value of unused sessions, including for a medical reason with a doctor's note.
- Club credits do not expire and may be transferred to a brother or sister.
- If the uniform has already been issued and a voluntary credit is granted during the first five sessions, $40 is kept for the uniform.

5. Transfer to another Club program

- Participants who wish to continue in another Club soccer program may request a transfer.
- Unused EDS sessions may be converted to credit and applied in full to the new program.
- No separate transfer fee is charged.
- One EDS uniform is provided per participant per program year. Any price difference must be paid.

6. Cancellations by the Club

- The Club may change dates, times, fields or venues for operational, safety, weather or availability reasons.
- A cancelled indoor session will be made up when reasonably possible.
- For any part of the service that cannot be provided, rights provided by law remain applicable.

7. Procedure

- Send written notice or complete the refund or credit request form.
- Give the participant name, course, request date and the option wanted: cancellation, refund, credit or transfer.

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- The Club confirms in writing receipt, the decision and the applicable calculation.

Primacy of the law — This policy complements rights under applicable Québec law and does not limit them. If there is a difference, the law prevails.