



ERIN MILLS SOCCER CLUB

Facility Rental Cancellation Policy

Thank you for choosing the **Erin Mills Soccer Club** for your event needs. We are committed to providing you with a seamless and enjoyable experience. Please review our cancellation policy below for facility rentals:

1. Booking Confirmation:

- All facility bookings must be paid for in advance to confirm the reservation.
- Payments can be made online through Stripe or in the office directly, and details will be provided upon booking.

2. Cancellation Policy:

- Refunds will be provided if the cancellation is communicated with sufficient notice.
- Cancellations made within 48 hours prior to the scheduled booking will be subject to a \$50 cancellation fee.
- No refunds for cancellations made within 24 hours of the scheduled booking will be issued.

3. How to Cancel:

- To cancel a reservation, please contact our customer service team at info@erinmillsoccer.com.
- Provide your booking details and the reason for cancellation.

4. Refund Process:

- Refunds, if applicable, will be processed within 10 business days after receiving the cancellation request.
- Refunds will be issued to the original payment method used for the booking.

5. Rescheduling:

- If you need to reschedule your booking, please contact us as soon as possible.
- Rescheduling is subject to availability and may be accommodated without additional fees if done within the specified time frame.

6. No Shows:

- No refunds will be issued for no-shows or if the cancellation is not communicated within the designated time frame.

7. Facility Condition:

- The facility should be left in the same condition as it was at the beginning of the reservation.
- Additional charges may apply for any damages or excessive cleaning required.

8. Force Majeure:

- In the event of unforeseen circumstances beyond our control (e.g., natural disasters, government restrictions), we reserve the right to modify or cancel bookings. In such cases, we will work with you to find a suitable solution.

By making a reservation with **Erin Mills Soccer Club**, you acknowledge and agree to abide by the terms and conditions of this cancellation policy. We appreciate your understanding and cooperation.

If you have any questions or concerns, please don't hesitate to contact us at info@erinmillsoccer.com or 905.820.9740.

Thank you for choosing **Erin Mills Soccer Club** for your event, and we look forward to hosting you!