



**CALGARY FIELD LACROSSE CLUB**  
**REFUND AND WITHDRAWAL STANDARD POLICY**  
*Approved March 11, 2019*

**1. PURPOSE**

1.1. To set guidelines related to refund and withdrawals from programs directly related to Calgary Field Lacrosse Club.

**2. ELIGIBILITY**

2.1. This policy will apply to all CFLC business.

2.2. Refund approvals are solely at the discretion of Calgary Field Lacrosse Club.

2.3. Calgary Field requires documentation of the medical condition prior to processing the refund. Medical refunds shall consist of refunds less an administration fee equal to 30% of the season registration price on June 15 until July 1<sup>st</sup> of the current year. No season refunds will be given for any reason on or after July 1<sup>st</sup>.

2.4. Tournaments or Event refunds for medical reasons are per Tournament or Event schedule.

2.5. If a player is expelled or suspended from the program there will be no refund granted after the start of the current season for any circumstance.

2.5.1. Requests for refund must be submitted in writing (e-mail or written letter) to the President for the product, program or event; [info@calgaryfield.com](mailto:info@calgaryfield.com)

2.5.2. **All refunds are subject to a minimum administration fee as per the below schedule:**

**3. SEASON PROGRAMMING**

3.1. Requests for program withdrawal received prior to or on **May 14** of each year.

3.1.1. Administration fee: 10% of the registration fee paid

3.2. Requests for program withdrawal received on **May 15 to June 14** of each year

3.2.1. Administration fee: 30% of the registration fee paid

3.3. Requests for program withdrawal received on **June 15 to June 30** of each year

3.3.1. Administration fee: 50% of the registration fee paid

3.4. Requests for program withdrawal received on or after **July 1** of each year

3.4.1. Administration fee: 100% of the registration fee paid



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**4. TOURNAMENT OR EVENT**

4.1. Request for tournament or event withdrawal received 90 – 60 days prior.

4.1.1. Administration Fee: 10% of the registration fee paid or

4.2. Request for tournament or event withdrawal received 59 – 16 days prior

4.2.1. Administration Fee: 30% of the registration fee paid or

4.3. Request for tournament or event withdrawal received 15 – 10 days prior

4.3.1. Administration Fee: 50% of the registration fee paid or

4.4. Request for tournament or event withdrawal received 9 – 0 days

4.4.1. Administration Fee: 100% of the registration fee paid

**5. REFUND PROCEDURES**

5.1. Refunds are processed in accordance to how monies were received;

5.1.1. Payments by Cash, Cheque or Interact are returned by Cheque or EFT

5.1.2. Payments by Credit Card are returned to the same Credit card

5.2. Upon Approval, refunds are processed within 15 business days.