



CALGARY FIELD LACROSSE CLUB
REFUND AND WITHDRAWAL STANDARD POLICY
Approved February 23, 2021

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 applies to all Calgary Field Lacrosse Club programs, tournaments and events.
- 2.2. Calgary Field Lacrosse Club reserve the right to issue refunds or credits at their sole discretion. If a refund or credit is issued, the Calgary Field Lacrosse Club is under no obligation to issue the same or similar refund in the future.
- 2.3. **Calgary Field Lacrosse requires documentation of the medical condition by a certified doctor; prior to processing a medical refund.** Medical refunds shall consist of refunds less an administration fee equal to 30% of the season registration price starting May 16 until June 12 of the current year. No season refunds will be given for any reason on or after June 12.
- 2.4. 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.
- 2.4.1. Requests for refund must be submitted in writing (e-mail or written letter) to the President for the program, tournament or event; info@calgaryfield.com
- 2.4.2. **All refunds are subject to a minimum administration fee as per the below schedule:**

3. **SEASON, TOURNAMENT, & EVENT PROGRAMMING**

- 3.1. Written requests for program withdrawal received within 24 hours of program registration.
- 3.1.1. Administration fee: 5% of the total program fee.
- 3.2. Written Requests for program withdrawal received prior to or on **May 1** of each year.
- 3.2.1. Administration fee: 10% of the total program fee.
- 3.3. Written Requests for program withdrawal received on **May 2 to May 15** of each year
- 3.3.1. Administration fee: 30% of the total program fee.
- 3.4. Written Requests for program withdrawal received on **May 16 to June 11** of each year
- 3.4.1. Administration fee: 50% of the total program fee.
- 3.5. Written Requests for program withdrawal received on or after **June 12** of each year
- 3.5.1. Administration fee: 100% of the total program fee.

4. **REFUND PROCEDURES**

- 4.1. Refunds are processed in accordance to how monies were received; within 15 working days of written notification received.
- 4.1.1. Payments by Cash, Cheque or Interact are returned by Cheque
- 4.1.2. Payments by Credit Card are returned to the same Credit card