



**CALGARY FIELD LACROSSE CLUB**  
**REFUND AND WITHDRAWAL STANDARD POLICY**  
*Approved June 9, 2022*

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 at their sole discretion. If a refund 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 April 16 until June 12 of the current year*

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](mailto:info@calgaryfield.com)*

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

3. **SEASON PROGRAMMING**

3.1. *Written requests for program withdrawal received within 24 hours of program registration.*

3.1.1. *Administration fee: 10% of the total program fee.*

3.2. *Written Requests for program withdrawal received prior to or on **April 15** of each year.*

3.2.1. *Administration fee: 10% of the total program fee.*

3.3. *Written Requests for program withdrawal received on **April 16 to May 4** of each year*

3.3.1. *Administration fee: 30% of the total program fee.*

3.4. *Written Requests for program withdrawal received on **May 5 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. **TRAVEL TEAMS**

4.1. *Once entry fees are paid to attend and participate in a tournament there are no refunds available for any circumstance.*

5. **REFUND PROCEDURES**

5.1. *Refunds are processed in accordance to how monies were received; within 15 working days of written notification received.*

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

5.1.2. *Payments by Credit Card are returned to the same Credit card if refund requested within 180 days, otherwise returned by cheque.*