



CALGARY FIELD LACROSSE CLUB
REFUND AND WITHDRAWAL STANDARD POLICY
Effective January 19, 2023

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; before 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 to June 16** of the current year.
- 2.4. **Once the season is underway (June 17, 2023) there will be no refund granted for the current season for any circumstance.**
- 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 program, tournament or event; 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. Written Requests for program withdrawal received prior to or on **April 15** of each year.
- 3.1.1. Refund Amount: 90% of the total program fee; Administration Fee: 10% of total program fee.
- 3.2. Written Requests for program withdrawal received on **April 16 to May 15** of each year
- 3.2.1. Refund Amount: 70% of the total program fee; Administration Fee: 30% of total program fee.
- 3.3. Written Requests for program withdrawal received on **May 16 to June 16** of each year
- 3.3.1. Refund Amount: 50%; Administration Fee 50% of the total program fee.
- 3.4. Written Requests for program withdrawal received on **June 17** of each year
- 3.4.1. Refund Amount: 0%; 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 Credit Card are returned to the same Credit card if refund requested within 90 days of registration, otherwise returned by cheque.