



**CALGARY FIELD LACROSSE CLUB**  
**REFUND AND WITHDRAWAL STANDARD POLICY**  
Effective February 3, 2025

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. The Calgary Field Lacrosse Club reserves the right to issue refunds at its sole discretion. If a refund is granted, the Calgary Field Lacrosse Club is under no obligation to provide the same or similar refund in the future
- 2.3. **Calgary Field Lacrosse requires a certified doctor to document the medical condition before processing a refund.** From May 16 to June 16 of this year, medical refunds will be issued minus an administration fee equal to 30% of the season registration price.
- 2.4. **Effective June 8 of the current year, no refunds will be granted for the current season for any circumstance.**
- 2.5. If a player is expelled or suspended from the program, no refund will be granted in any circumstance after the start of the current season.
- 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](mailto:info@calgaryfield.com)
- 2.5.2. **All refunds are subject to a minimum transaction fee as per the schedule below:**

3. **SEASON PROGRAMMING**

- 3.1. Written Requests for program withdrawal are received each year before or on **April 15**.
- 3.1.1. Refund Amount: 90% of the total program fee.
- 3.2. Written Requests for program withdrawal received each year before or on **April 16 to May 15**
- 3.2.1. Refund Amount: 70% of the total program fee.
- 3.3. Written Requests for program withdrawal received each year before or on **May 16 to June 7**
- 3.3.1. Refund Amount: 50% of the total program fee.
- 3.4. Written Requests for program withdrawal received each year before or on **June 8**
- 3.4.1. Refund Amount: 0% of the total program fee.

4. **REFUND PROCEDURES**

- 4.1. Refunds are processed according to how funds were received, within 15 working days of receiving written notification.
- 4.1.1. Payments by Credit Card are returned to the same Credit card if a refund is requested within 90 days of registration; otherwise, they are returned by cheque.