



1. PURPOSE

1.1. To establish guidelines related to refunds and withdrawals from programs, tournaments, and events operated by the 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 reserves the right to issue refunds at its sole discretion. Any refund issued does not create an obligation to issue similar refunds in the future.

2.3. Medical refunds require written documentation from a certified physician. Approved medical refunds will follow the refund schedule outlined in Section 3, unless otherwise approved at the Club's discretion.

2.4. Effective June 8 of the current year, no refunds will be granted for the current season under any circumstances.

2.5. If a player is expelled or suspended from a program, no refund will be granted after the start of the current season under any circumstances.

2.6. All refund requests must be submitted in writing by email to info@calgaryfield.com.

2.7. All approved refunds are subject to applicable transaction and processing fees, which are non-refundable.

3. SEASON PROGRAMMING REFUND SCHEDULE

3.1. Written requests for program withdrawal received **on or before May 4** of each year

3.1.1. Refund Amount: **90 percent** of the total program fee.

3.2. Written requests for program withdrawal received **from May 5 to May 14** of each year

3.2.1. Refund Amount: **60 percent** of the total program fee.

3.3. Written requests for program withdrawal received **from May 15 to June 7** of each year

3.3.1. Refund Amount: **40 percent** of the total program fee.

3.4. Written requests for program withdrawal received **on or after June 8** of each year

3.4.1. Refund Amount: **0 percent** of the total program fee.

4. DONATIONS

4.1. Donations made in connection with Calgary Field Lacrosse Club programs, events, or initiatives are **non-refundable** under all circumstances.

4.2. Donations are separate from program registration fees and are not eligible for credit, transfer, or refund.