

Kanata Rugby Academy Refund Policy

A) All refunds are:

I. Subject to a \$10.00 administration fee,

II. Must be made ON LINE via email to the club registrar by the parent / guardian, clearly indicate the reason for withdrawal,

III. All requests for a refund for the Kanata Rugby Academy MUST BE MADE IN WRITING to the OIRFC club Registrar; registrar.indiansrugby@gmail.com, by 22 February.

- DO NOT ASK A COACH OR OTHER VOLUNTEERS TO PASS ON VERBAL REFUND REQUESTS.
- VERBAL REQUESTS WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCE.
- REQUESTS MADE OVER THE PHONE OR THROUGH VOICE MAIL WILL NOT BE ACCEPTED

IV. Refunds will be recorded and tracked by the Registrar, processed by the Treasurer, and requested via Rugby Canada's online portal as applicable, within one week of the request.

V. Your refund will be issued the same way we received payment. If paid by cheque or cash your refund will be mailed to you in the form of a cheque. If paid by credit card your refund will be processed direct to your credit card through Rugby Canada.

*Note that once the refund is sent to Rugby Canada by the club Treasurer the processing time is the responsibility of Rugby Canada and Sport Ngin, who is the online portal administrator.

(B) Full Refund:

Refund requests received before 22 February will be subject only to a \$10 administration fee.

(C) Zero Refunds:

No refunds will be issued after 22 February, except in the case of injury which prevents further participation in the Rugby Academy. Injury related refunds will be prorated by the number of practices taken place up to the time of injury.

Outstanding Fines

A player will NOT be registered for their respective team or permitted to play if outstanding fines or fees are not addressed.