

RUGBY CANADA REFUND POLICY

1. Refunds must be formally requested by the member or on behalf of a member by a parent or guardian (applicable for any member under the age of majority within their province or territory) to their club or provincial administrator within 15 days of original purchase.
2. The club or provincial administrator must also formally input refunds into the registration system refund request portal within 15 days of original purchase.
3. A provincial or national union administrator may review refunds before they are processed, but all refunds will be approved automatically if a request is submitted within 15 day cooling off period of original purchase and the participant has not participated in two or more practices or in one or more games.
4. Only full online refunds will be granted if approved.
5. Refund requests with extenuating circumstances will be reviewed by all associated member organizations and will only be issued if approved by all parties (eg. Club Team Folding). All extenuating circumstances will be reviewed on a case-by-case basis, and refunds will only be issued once approved by all organizations.
6. SportLoMo will be responsible for issuing payment to each member via the registration system.
7. SportLoMo will be responsible for invoicing the necessary amounts to the club, Regional Association, Provincial Union and Rugby Canada quarterly.
8. Rugby Canada, Provincial Unions, Regional Association and Clubs will be responsible for the payment of each invoice to SportLoMo.

Note: Refunds will be processed every 1st and 3rd Friday of the month.