



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) through the SportLoMo system within 15 days of original purchase. SportLoMo will be responsible for issuing payment back to each member via the registration system.
2. All refunds will be approved automatically if a request is submitted within 15 days of original purchase and no games have been played within the 15 day timeframe.
3. Only full online refunds will be granted once the request has been made within 15 days of the original purchase.
4. Refunds that fall outside of the 15-day window from the original purchase shall be reviewed by all member organizations and processed on an individual basis. If approved Rugby Canada, Provincial Unions, Regional Association and Clubs will be responsible for the payment to the member offline, outside of the registration system.



2019 RUGBY ONTARIO REFUND POLICY

Further to the Rugby Canada Policy above, Rugby Ontario has the following policies:

1. For participants in senior and junior (U13 to U19) rugby, a refund may be requested at any time from the date of registration until the first scheduled league match of that season, provided that the registrant has not participated in any pre-season matches, practices or rugby related activities.
2. For participants in senior and junior (U13 to U19) rugby, where a person registers after the first scheduled league match a refund may be requested within 15 days of original purchase, provided the registrant has not participated in any matches, practices or rugby related activities.
3. For participants in minor (up to U11) rugby, a refund may be requested at any time from the date of registration until June 1st, provided that the registrant has not participated in any matches, practices or rugby related activities prior to this date.
4. For participants in minor (up to U11) rugby, where a person registers after June 1st, a refund may be requested within 15 days of original purchase, provided the registrant has not participated in any matches, practices or rugby related activities.
5. A refund may be requested where a team folds prior to the commencement of a program, league or competition, and the registrant is unable to find a suitable alternative team in which to participate. Such a request must be submitted within 15 days of the scheduled commencement of the relevant program, league or competition.
6. Refunds will not be provided in any other circumstances.

Please see the step-by-step tutorial video at the link below, on how to request a refund online:

<https://www.youtube.com/watch?v=kZsuLF2mOUo&feature=youtu.be>