



**Alberta Rugby Union**

11759 Groat Road  
Edmonton, AB T5M 3K6

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# **Refund Policy**

**Effective Date: May 28, 2020**





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## **Refund Policy**

### **Policy**

1. Rugby Alberta maintains a 2-week refund window on all member registrations through the Rugby Canada SportLoMo database. All Rugby Alberta registration fees are non-refundable after the two-week refund window has passed.
2. If the season is cancelled as a result of COVID-19 in adherence with Federal and Provincial guidelines or the National Governing Body, no refunds will issued.
3. Please note that Rugby Alberta can only issue refunds for Rugby Alberta registration fees and not on behalf of any other organization (i.e. Rugby Canada, sub-unions, or clubs)
4. All excess medical insurance fees are non-refundable (Minor and Junior \$4, Senior \$10), regardless of special reasons. Claiming refunds for courses, clinics, conferences and technical sessions due to medical issues must be accompanied with a doctor's medical note.

Any further enquires regarding refunds can be directed to [info@rugbyalberta.com](mailto:info@rugbyalberta.com)





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**FAQ:**

**Which refunds will I receive?**

Fees for which you have not already been refunded will be returned (less service charges). This includes Rugby Canada, Rugby Alberta/AJRA, ERU/CRU and your Club.

**Are there any fees that I won't get refunded?**

Yes, Rugby Alberta excess medical fees are non-refundable. These fees amount to \$4 per minor member, and \$10 per adult member.

**Can I track my refund status?**

Yes, you can track the status of your refund by logging into your SportLomo registration profile. The status of each of your refund amounts required from each organization are updated in the registration section of your profile.

**How will I receive my refund?**

All funds will be returned via SportLomo through your registration profile (the credit/debit card originally used to pay).

**Am I still a member if I am granted a refund?**

No, unfortunately if you are refunded, you are no longer considered a member under any club or union. If you wish to participate in any level of play or practice, you will be required to re-register.

