



Cowichan Valley Lacrosse Association: Refund Policy & Procedures

February 4, 2021

Policy:

The Cowichan Valley Lacrosse Association will provide refunds in situations where a player wishes to withdraw from playing lacrosse, providing certain conditions are met.

Principles:

Our refund policy was developed to allow players a reasonable amount of time to withdraw from the current season of lacrosse while still safeguarding the financial strength and stability of the association.

We will apply this refund policy in two different ways depending on if you are at an introductory level vs our competitive levels. Introductory levels include our Mini-Tyke, Tyke, and Novice Levels. Our Competitive levels include, Pee Wee, Bantam and U16 (Midget).

Any player suspended or removed from the Cowichan Valley Lacrosse Association waives all rights of refund.

Introductory Level

Our refund policy for this level is as below. We have structured it this way so that players can try lacrosse and if the player is not interested the parents are not financially penalized.

- At the Introductory level we will offer full refunds minus our administration fee up to April 1st, 2021.
- A 50% refund minus our administration fee and BCLA player fee with a written request from May 1st – May 31st, 2021.
- Final date for introductory level player refund requests will be May 31st, 2021.
- Refunds due to medical reasons or injury will be considered on a case-by-case basis and request accompanied by a Doctor's note.

Competitive Level

Our refund policy has been designed so that players are committed, and the association can determine the correct number of teams based upon registered players.

- At the competitive level full refunds will be offered minus administration fee prior to first practice or evaluations.
- 50% refund as well as our administration fee and the BCLA Player fee with a written request once a player has attended a practice and/or evaluation up to March 31st, 2021.
- Final date for player refund request is March 31st, 2021.
- Refunds due to medical reasons or injury will be considered on a case-by-case basis and requests must be accompanied by a doctor's note.



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Procedure:

All refunds are subject to:

1. A \$25 Administration fee.
2. BCLA Player fee (if the player has registered for the current lacrosse season)
3. Fundraising fee (n/a for 2021 year)
4. Any other expenses incurred by the CVLA, including uniform fees, or other fees which are not refundable to the association.

To request a Refund:

In order to receive a refund, please send an email with your request to our registrar at cowichanthunder@gmail.com. Please allow for 30 days to process refunds.

Conditions:

This policy was created by the CVLA executive on February 4, 2021.