



Edmonton Ultimate Players Association

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Credit / Refund Policy

All programming including leagues, tournaments and events run by EUPA will abide by the following guidelines for issuing credits and refunds.

All requests should be made via the [Credit / Refund Request Form](#).

Credit

- A credit is when a registration is cancelled and the returned funds are credited to the registrant's EUPA account. The credit will be automatically applied to the next registration the registrant makes through the EUPA website and is good for 1 year from the day the credit is applied. Credits have no administration fees associated with them, and are non-refundable.

Refund

- A refund is when a registration is cancelled and the funds are returned to the registrant's original form of payment (i.e. credit card). **There is a \$10 administrative fee charged for refunds.**

The following table outlines when credits or refunds can be issued:

Program / Item	Timeline	Options
Leagues	21 days or more prior to league start	Full credit or refund
	20 to 7 days prior to league start	Full credit only
	Less than 7 days prior to league start	No credit or refund
Tournaments & Events	7 days or more prior to registration deadline	Full credit or refund
	Less than 7 days prior to registration deadline	50% credit or refund
	After registration deadline	No credit or refund

Membership Fees	Anytime	No credit or refund
Merchandise	Anytime	No credit or refund

Promotional Codes

EUPA does not retroactively apply promotional codes to registrations. If the code is not redeemed at the point of sale, it is not valid. If the player has registered for a program, and a promotion is later issued, that code will not be retroactively applied to the original transaction.

Replacement Players

If the player requesting a credit or refund is able to find a replacement player, they need to inform EUPA so the replacement player can be added to the event list/roster and is known to have completed any required waivers. Compensation will be coordinated amongst the impacted players and no credits or refunds will be issued in this case.

Contact programming@eupa.ca for leagues (copying admin@eupa.ca).

Contact tournaments@eupa.ca for tournaments and events (copying admin@eupa.ca).

Injuries

Games missed due to injury are non-refundable.

Cancellations

For a program cancellation (league or tournament) initiated by EUPA before the scheduled start, a full refund will be issued.

For a league cancellation initiated by EUPA after the start date, credits will be issued and prorated based on the remaining game nights.

For a tournament or event cancellation initiated after the start date, or if unforeseen circumstances force EUPA to cancel individual game nights, no credits or refunds will be issued.

Incorrect Charge

In case of an incorrect charge a full refund of the overcharge will be granted.

Non Sufficient Funds (NSF) Charges

A \$30 surcharge will be added if a payment cheque has NSF.

The online payments system validates credit cards in real time. There is no surcharge if an online transaction is refused. Please remember to keep your payment information up to date to avoid confusions.

What if I am not eligible for a credit or refund?

Appeals may be considered for extenuating circumstances. If you would like to request an exception, please fill out this [Credit / Refund Appeal Form](#). EUPA's Executive Director will have sole discretion in granting exceptions. All exceptions are all subject to a \$10 administrative fee.