



EUPA Cheque and Refund Policy

REFUND POLICY FOR LEAGUES

Refund requests should be directed to league@eupa.ca.

Membership Fees are non-refundable.

League Fees are refundable until 7 days prior to the start date of the league. An administration fee of \$5 will apply to all refunds.

Following the last date for refunds, if a member decides he/she is unable to continue their season for any reason (including lack of interest, injury or conflicting obligations) there will be no refund granted. Should they choose, they may recruit an additional player (potentially with the help of their teammates) and negotiate a fair compensation for their place on the team. Any roster changes should be updated on EUPA's website.

REFUND POLICY FOR TOURNAMENTS AND EVENTS

All refunds to be a written request to admin@eupa.ca and tournaments@eupa.ca.

An administration fee of \$5 will apply to all refunds.

If the player requesting the refund is able to find a replacement player, they need to inform EUPA so the player may be added and complete requires waivers. Compensation will be coordinated among the affected players.

For events with Team Registration with Deadlines:

- Full refund (less admin fee) if more than 1 week prior to the event registration refund deadline.
- 50% refund if less than 1 week prior to the event registration refund deadline.
- No refund after the event registration refund deadline.

For events with a tiered registration deadlines: (event fee increases at set times) typically Hat Team events.

- Full refund (less admin fee) if prior to the implementation of the Stall 9 Fee.
- 50% refund if less than 1 week prior to the event registration deadline.
- No refund 1 day prior to the event.

If a user is incorrectly charged for any amount, a refund will be granted to reflect the inaccurate charge.

COVID-19 REFUND POLICY

When requested by government, a COVID-19 pre-screen form will be filled out the day of the event/league. If the participant cannot continue due to responses, no refund will be provided. (EUPA has made commitments to other vendors for the event/tournament).

Other situations may warrant a refund at the discretion of the League Manager or Treasurer. An administration fee of \$5 will still be charged for all refunds. Appeals of the refusal to grant a refund or partial refund should be directed to president@eupa.ca.

A \$15 surcharge will be added when a payment cheque bounces. (Note: the on-line payments system validates credit cards in real time. There is no surcharge if an on-line transaction is refused.)