



## **HORNETS LACROSSE ASSOCIATION – WITHDRAWAL AND REFUND POLICY**

### **PURPOSE**

To identify all conditions regarding refunding of monies to players and families who withdraw from Hornets Lacrosse Association programs. This policy establishes clear guidelines for withdrawal procedures, refund calculations, and special circumstances to ensure fair treatment of all members while protecting the Association's operational requirements.

The process of evaluations, team formation, and program delivery incurs significant volunteering efforts and substantial operating costs. Once these processes begin, the Association commits resources that cannot be recovered.

### **POLICY STATEMENT**

The Hornets Lacrosse Association recognizes that circumstances may arise requiring player withdrawal from registered programs. While we strive to accommodate families facing genuine hardship, we must also protect the Association's ability to deliver quality programs to all members.

This policy applies to all Association programs including:

- Spring Box Lacrosse season registration
- Skills development camps and clinics
- Special events and tournaments
- Coaching and referee programs

### **GENERAL PRINCIPLES**

Financial Commitment:

- Registration constitutes a financial commitment to the full program
- Withdrawal fees reflect administrative costs and lost opportunities
- Earlier withdrawal results in lower fees due to reduced impact
- No refunds available after certain program milestones

Fair Treatment:

- Consistent application of policy to all members
- Clear communication of deadlines and consequences
- Consideration for genuine medical emergencies

- Support for families facing financial hardship

### **WITHDRAWAL TIMELINE AND FEES**

#### Phase 1: Early Registration Opening:

- Timing: From registration opening until February 14 (early registration closes)
- Withdrawal Fee: \$125.00
- Refund: Registration fee paid minus withdrawal fee
- Rationale: Administrative costs, lost registration opportunities, initial program setup

#### Phase 2: General Registration Period

- Timing: From February 15 to March 15
- Withdrawal Fee: \$175.00
- Refund: Registration fee minus withdrawal fee
- Rationale: Evaluation costs, volunteer time, facility bookings, initial assessments

#### Phase 3: Late Registration Period

- Timing: From March 15 to April 1 (team setting completed)
- Withdrawal Fee: \$225.00
- Refund: Registration fee minus withdrawal fee
- Rationale: Significant evaluation investment, team planning, coach assignments, player assignments

#### Phase 4: Team Set Period

- Timing: Teams are set and communicated
- Withdrawal Fee: N/A
- Refund: NO REFUND (except medical emergencies)
- Rationale: Full program commitment, team rosters finalized, schedules set

### **SPECIAL CIRCUMSTANCES**

Medical Withdrawal: Medical withdrawals may be considered at any time with proper documentation:

Required Documentation:

- Written statement from licensed medical professional
- Diagnosis indicating inability to participate safely
- Prognosis and expected recovery timeline
- Medical professional's contact information for verification

Medical Withdrawal Refunds:

- Before team formation: Registration fee minus \$100.00 withdrawal fee and ALA/CDLA costs
- After team formation: Registration fee minus \$175.00 withdrawal fee and ALA/CDLA costs
- ALA/CDLA costs include registration fees paid to governing bodies
- Processing fee covers administrative costs and cannot be waived

#### Family Relocation:

- Relocation outside Calgary area may qualify for partial refund
- Documentation required: employment letter, lease agreement, or sale documents
- Must be beyond reasonable commuting distance (typically 100+ km)
- Same fee structure as medical withdrawal applies

#### Financial Hardship:

- Families experiencing unexpected financial hardship may request consideration
- Documentation required: job loss letter, medical bills, or other financial evidence
- Review by Executive Committee on case-by-case basis
- Payment plans may be offered as alternative to withdrawal

### **REGISTRATION REQUIREMENTS**

Payment Before Participation: ALL FEES MUST BE PAID PRIOR TO ANY PLAYER BEING ALLOWED AT:

- New player camps
- Tryouts or evaluations
- Team practices
- Games or tournaments

#### Payment Plan Eligibility:

- Players on approved payment plans may attend activities
- Payment schedule must be maintained as agreed
- Any missed payments result in immediate suspension
- NSF payments result in immediate suspension until resolved

NSF Payment Consequences: AT ANY TIME WHEREIN THERE IS AN NSF PAYMENT (by cheque or credit/debit card):

- Player immediately suspended from all activities
- Suspension continues until fees paid in full
- NSF fees apply as per Payment Policy
- No exceptions for games, tournaments, or special events

### **CAMPS AND CLINICS WITHDRAWAL**

Camp Registration Policy: Due to limited space and expenses incurred for camps and clinics:

- \$50.00 non-refundable administration fee applies to ALL registrations
- Administration fee charged regardless of cancellation date
- Remaining fees may be refunded based on timing

#### Camp Withdrawal Timeline:

- More than 30 days before camp: Registration fee minus \$50.00 administration fee
- 15-30 days before camp: Registration fee minus \$70.00 withdrawal fee
- Less than 15 days before camp: Registration fee minus \$100.00 withdrawal fee

- Day of camp or after start: No refund available (medical emergencies considered)

### **UNACCEPTABLE WITHDRAWAL REASONS**

The following reasons will NOT qualify for special consideration or reduced fees:

Program Dissatisfaction:

- Lack of interest after evaluations
- Change of sport preference
- Dissatisfaction with team placement
- Disagreement with coaching decisions
- Preference for different division or level

Social or Competitive Issues:

- Conflicts with other players or parents
- Dissatisfaction with team composition
- Preference to play with friends
- Competitive level concerns
- Playing time expectations

Administrative Disputes:

- Disagreement with Association policies
- Conflicts with volunteers or staff
- Dissatisfaction with facilities or scheduling
- Preference for different association

### **WITHDRAWAL PROCEDURES**

Step 1: Initial Contact

- Contact the Division Coordinator of your division and Registrar at [registrar@hornetslacrosse.com](mailto:registrar@hornetslacrosse.com)
- Provide basic information about withdrawal request
- Receive withdrawal and refund policy

Step 2: Form Completion

- Provide detailed reason for withdrawal
- Include supporting documentation if applicable

Step 3: Documentation Review

- Submit all required documentation
- Allow 2-5 business days for review
- Provide additional information if requested
- Await decision notification

#### Step 4: Decision and Processing

- Receive written decision on withdrawal
- Review refund calculation if applicable
- Process refund within 30 business days
- Return any Association property (jerseys, equipment)

#### **REFUND PROCESSING**

##### Processing Timeline:

- Approved refunds processed within 30 business days
- Refunds issued by original payment method when possible
- Cheque refunds mailed to registered address
- Processing delays during peak periods (August-September)

##### Refund Calculations:

- Based on registration fee paid
- Minus applicable withdrawal fees
- Minus any ALA/CDLA costs incurred
- Minus any equipment or uniform costs
- Plus any overpayments or credits

#### **APPEALS PROCESS**

##### Right to Appeal: Families may appeal withdrawal decisions through:

- Written appeal to Executive Director within 10 business days
- Presentation of additional evidence or circumstances
- Review by Executive Committee
- Final decision by Board of Directors if required

##### Appeal Considerations:

- New medical information
- Documentation errors or omissions
- Exceptional circumstances not previously considered
- Policy application errors

#### **CONTACT INFORMATION**

Registrar – [registrar@hornetslacrosse.com](mailto:registrar@hornetslacrosse.com)

Division Coordinator

