



RINGETTE ONTARIO REFUND POLICY

1. **MEMBERSHIP FEES**

- 1.1 RINGETTE ONTARIO MEMBERSHIP DUES AND INSURANCE FEES ARE 100% NON-REFUNDABLE.
- 1.2 ALL INDEPENDENT MEMBERSHIP DUES AND INSURANCE AND PLAYER/COACH/OFFICIAL/VOLUNTEER INSURANCE FEES ARE 100% NON-REFUNDABLE.

2. **ATHLETE DEVELOPMENT PROGRAMS**

INCLUDING HIGH PERFORMANCE TRAINING, ONTARIO WINTER GAMES PROGRAM, CANADA WINTER GAMES TEAM ONTARIO

- 2.1 UNLESS THE PROGRAM SPECIALLY OUTLINES A REFUND POLICY WITHIN, RINGETTE ONTARIO WILL DEDUCT A 10% ADMINISTRATIVE FEE FROM ALL REFUND/CANCELLATION REQUESTS UP UNTIL 30 DAYS PRIOR TO THE START OF THE ACTIVITY.
- 2.2 THERE WILL BE A 50% CANCELLATION PENALTY FOR ANY CANCELLATION REQUESTED FROM 29 DAYS TO 15 DAYS PRIOR TO THE START OF THE ACTIVITY.
- 2.3 THERE WILL BE NO REFUND OR CREDIT ISSUED FOR ANY REASON FOR CANCELLATIONS FROM 14 DAYS PRIOR TO THE ACTIVITY OR AFTER THE ACTIVITY HAS STARTED.
- 2.4 ALL CANCELLATION OR REFUND REQUESTS MUST BE SUBMITTED IN WRITING TO RO MEMBERSHIP COORDINATOR – MEMBERSHIP@RINGETTEONTARIO.COM

3. **COACHING/OFFICIALS COURSES**

- 3.1 RINGETTE ONTARIO WILL DEDUCT A 10% ADMINISTRATIVE FEE FROM ALL REFUND/CANCELLATION REQUESTS FOR ANY RINGETTE ONTARIO COACHING OR OFFICIALS' COURSE CANCELLED PRIOR TO THE EVENT.
- 3.2 FOR ANY CANCELLATION REQUESTS AFTER THE SCHEDULED EVENT, THERE WILL BE NO REFUND.
- 3.3 ANY EVENT CANCELLED BY THE RO WILL BE 100% REFUNDED. ALL CANCELLATIONS AND REQUEST FOR REFUNDS MUST BE SUBMITTED IN WRITING TO RO OPERATIONS DIRECTOR – OPERATIONSDIRECTOR@RINGETTEONTARIO.COM

4. **GENERAL**

- 4.1 REFUNDS RELATED TO AN INTERNAL RINGETTE ONTARIO SYSTEM ERROR WILL BE EXEMPT FROM THIS POLICY AND REFUNDED AT 100%.
 - 4.1.1 THIS INCLUDES DUPLICATE PAYMENT OF THE SAME FEE IN A SINGLE TRANSACTION OR A SEPARATE TRANSACTION.
 - 4.1.2 PROOF OF DUPLICATE PAYMENTS MUST BE PROVIDED.
- 4.2 ALL REFUND REQUESTS MADE AFTER AN EVENT OR SEASON HAS OCCURRED WILL BE DENIED.
- 4.3 NO REFUNDS WILL BE ISSUED AFTER THE RO FISCAL YEAR-END JUNE 30TH.