



# Saanich Lacrosse Association: Refund Policy & Procedures

A guiding document which outlines the refund policy and detailed procedures. Updated September 2019.

## Saanich Lacrosse Association: Refund Policy & Procedures

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### **Policy:**

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

### **Principles:**

The principle behind our refund policy is to allow a reasonable period of time following registration for player to withdraw, while still safeguarding the financial stability of the association.

The refund policy applies differently to the introductory and competitive levels.

At the introductory levels of Mini-Tyke, Tyke and Novice refunds are permitted approximately one month after the season has started. This is designed so that players can try lacrosse and if the player is not interested the parents are not financially penalized.

At the competitive levels of Pee Wee, Bantam and Midget refunds are permitted approximately one month before the season starts. This is designed so that players are committed, and the association can determine the appropriate number of teams based upon registered players.

Any player who is placed on a waitlist or is released to another association and decides to not play may receive a refund.

### **Procedure:**

#### **All Refunds Subject to:**

- A \$25 non-refundable administration fee
- BCLA Insurance Fee (if the player has participated in any lacrosse activity)
- The Raffle Fee (if the player has received the raffle tickets)
- Any other expenses incurred by SLA including uniform fees, PayPal or other fees which are not refundable to the Association

#### **Introductory Levels:**

Mini-Tyke, Tyke or Novice may receive a refund prior to May 1. After May 1 the refund will be 50% of the registration fee paid.

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### **Competitive Levels:**

Pee Wee, Bantam or Midget may receive a refund prior to March 15. After March 15 a player will only receive a refund for medical reasons. Medical documentation will be required.

### **To Request a Refund:**

In order to receive a refund, please complete the Refund Request Form and email it to the SLA registrar at registrar@saanichlacrosse.com

### **Refund Dates:**

In order to efficiently process refund requests, they will be accepted by email and the SLA Registrar and Treasurer will process and mail out cheques on February 28 and May 1.

### **Conditions:**

The policy was updated September 2019 and is subject the discretion of the SLA Executive.