



St. Albert Rams Lacrosse Club Refund Policy

Purpose

The St Albert Rams Lacrosse Club is committed to ensuring that all players and families are treated fairly and equitably when it comes to payments and refunds. This policy outlines the conditions under which refunds will be provided, along with associated fees. For the purposes of this policy a special order item is the custom player bags.

Refund Conditions and Fees

Refund Requests Prior to Tryouts

Refund requests made prior to the beginning of tryouts and evaluations will be granted a full refund except after February 1st at which point the refund will be minus any special order items.

Refund Requests After Beginning of Tryouts (U13 and up)

Refunds requested after the beginning of tryouts will not be granted unless there is documented medical evidence that the player is unable to participate for the remainder of the season. In such cases a refund will be considered on a case-by-case basis minus the tryout fee which includes the ALA Insurance fee as well as any special order items.

No Refunds After March 15th (U7- U11)

No refunds will be issued after March 15th unless there is documented medical evidence that the player is unable to participate for the remainder of the season. In such cases, a refund will be considered on a case-by-case basis minus any special order items and may be subject to an administrative fee.

Refund Method

Refunds will be processed through RAMP using the same method of payment that was originally used to pay the registration fees.

RAMP System Notation

All refunds will be recorded in the RAMP registration system to ensure the accurate number of registered players for payment to both the Greater Edmonton Lacrosse Council (GELC) and the Alberta Lacrosse Association (ALA). This ensures proper payment calculations and accurate player records.



Refund Request Procedure

To request a refund, please follow these steps:

1. Submit a written request via email to our registrar including the reason for the request and the player's registration details.
2. Refund requests should be submitted as early as possible to ensure timely processing.
3. The SARLC will respond to the refund request within 5 business days confirming the approval or denial of the request and the exact refund amount.

Policy Amendments

The St Albert Rams Lacrosse Club reserves the right to amend or revise this refund policy as necessary. Any changes to the policy will be communicated to all participants.

For any questions or further clarification regarding this policy, please contact us.