



Wizards Lacrosse Club Refund Policy

Purpose

The Wizards Lacrosse Club is dedicated to providing fair and consistent treatment for all players and families regarding payments and refunds.

This policy outlines the conditions under which refunds will be provided, along with associated fees.

Refund Requests Prior to Tryouts/Evaluations

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/Evaluations

Refunds requested after the beginning of tryouts will be granted at a pro rated rate 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.

Should a member require a refund there will be an admin fee of \$50 and \$20 per floor time attended.

Refunds After March 15th

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

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.



How to request a refund

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. We 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 WizardsLacrosse 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 registrar@wizardslacrosse.ca.