



Policy and Refund Statement

Policy Statement:

1. This policy applies to registration fees¹ paid directly to the Lady Blue Knights (LBK) Lacrosse Association either online or in person.
2. The principle behind our refund policy is to allow a reasonable period of time following registration for parents/players to withdraw, while still safeguarding the long-term financial stability of the LBK Lacrosse Association.
3. LBK Lacrosse Association commits to program expenditure based on registrations and these expenses are not recoverable to the program if/when a member withdraws.
4. All refund requests must be made in writing or Email to the Registrar or Treasurer of the LBK Lacrosse Association by the individual who paid the fee(s) either via the club's online or in person request for refund procedure. Please allow 2-4 weeks for refunds to be processed.
5. An administrative fee of \$35 will be charged on approved refunds. The amount of set fees will be set annually by the LBK Lacrosse Association Board of Directors.
6. The final amount of any refund will be at the discretion of the LBK Lacrosse Association or extenuating circumstances at the discretion of the LBK President.
7. LBK Lacrosse Association shall not be responsible for any monies paid to a team, team coach or team official and the LBK Lacrosse Association shall not entertain requests for any such refunds.
8. LBK Lacrosse Association shall not be responsible for any monies raised and collected by teams through sponsorship or fundraising efforts and shall not entertain requests for any such refunds.

Policy:

1. A paid registration fee shall be fully refunded in the event the LBK Lacrosse Association is unable to field a team under normal conditions. No administrative fee shall be withheld in this case unless stated as a non-refundable fee in advance of payment.
2. A paid registration fee not stated as non-refundable prior to payment shall be partially refunded (pro-rated) if a player must withdraw for medical reasons prior to May 1st (must provide doctor's note).
3. A paid registration fee shall be partially refunded (pro-rated if a player's family is transferred to another province or country (proof of transfer required)).
4. There will be no refund of registration fees once a player is registered and the season has started unless a season is suspended due to unforeseen reasons².
5. There will be no refund for a registration fee if a player is suspended or expelled from the LBK Lacrosse Association under the OWFL or OLA discipline policy or code of conduct rules.

6. Once a player has attended workouts, practice or tryouts and is selected to a rep team there will be no refunds at any point for fees paid. This also applies if a player or parent disagrees with the player's coach, team or tier placement.
7. There will be no refund if a player withdraws due to medical reasons after the deadlines set out above with the exception of extenuating circumstance which must be presented and approved by the President of the LBK Association at the time of the refund.

Note 1:

Registration Fee – includes initial registration fees, rep fees or other designated program costs.

Note 2:

When a season is suspended or cut short due to unforeseen reasons of the control of the LBK Association:

LBK will review and try to provide participants full value via the following options:

1. Reschedule event to an alternative site, date or location; or
2. Extend the season beyond original predetermined season dates to complete the season;
3. Issue credits to effected participants on a pro-rata basis;
4. Monetary refunds will be provided if any of the above cannot be offered provided the program is able to recover costs for the cancellation / suspension of the program (season).

Definitions:

1. Pro-rata basis:
 - a. Fees paid toward expenditures to play on a team (seasonal: summer or fall) will be refunded on a proportional basis applying how much of the season has passed. Ex. 1 month passed in a 3-month season would suggest entitlement to 2/3 of fees refundable. However, this is subject only to fees eligible for refund as determined per the above terms and conditions.
 - b. Fees paid toward an event/program that has a predetermined number of sessions will be refunded on a proportional basis applying how many scheduled sessions have been completed. Ex. 3 sessions completed out of 5 would suggest entitlement to 2/5 of fees refundable. However, this is subject only to fees eligible for refund as determined per the above terms and conditions.