

**PETERBOROUGH RUGBY CLUB
REFUND POLICY**

DEFINITIONS

1. THE FOLLOWING TERMS HAVE THESE MEANINGS IN THIS POLICY:

- A) “*ORGANIZATION*” – A PROVINCIAL/TERRITORIAL RUGBY UNION AND/OR A RUGBY CLUB THAT IS AFFILIATED OR REGISTERED WITH RUGBY CANADA
- B) “*REGISTRANT*” – AN INDIVIDUAL WHO PAYS A FEE TO RUGBY CANADA AND/OR TO AN ORGANIZATION. REGISTRANTS MAY BE ATHLETES, COACHES, REFEREES, OR OTHER INDIVIDUALS
- C) “*REGISTRATION SEASON*” – THE REGISTRATION SEASON IS MAY 1ST TO APRIL 30TH OF EACH YEAR.
- D) “*RUGBY CANADA*” – THE NATIONAL SPORT ORGANIZATION FOR RUGBY IN CANADA.
- E) “*RUGBY ONTARIO*” – THE PROVINCIAL SPORT ORGANIZATION FOR RUGBY IN ONTARIO
- F) “*CLUB REGISTRAR*” – THE INDIVIDUAL WHO IS RESPONSIBLE FOR THE PROPER REGISTRATION OF ALL PLAYERS WITHIN A CLUB.

PURPOSE AND APPLICATION

2. THE PURPOSE OF THIS POLICY IS TO DESCRIBE HOW REGISTRANTS CAN RECEIVE REFUNDS FOR THE FEES THAT THEY PAY TO RUGBY CANADA.

BACKGROUND

3. TO PARTICIPATE IN RUGBY ACTIVITIES IN CANADA, A REGISTRANT MUST REGISTER THROUGH SPORTLOMO – RUGBY CANADA’S REGISTRATION PORTAL. REGISTRANTS ARE AUTOMATICALLY REGISTERED WITH PETERBOROUGH RUGBY CLUB, RUGBY ONTARIO, AND RUGBY CANADA.
4. DURING THE REGISTRATION PROCESS, RUGBY CANADA COLLECTS FEES FROM REGISTRANTS ON BEHALF OF ORGANIZATIONS. THE FEE FROM EACH REGISTRANT IS DISTRIBUTED AMONG PETERBOROUGH RUGBY CLUB, RUGBY ONTARIO, AND RUGBY CANADA.
5. EACH ORGANIZATION IS RESPONSIBLE FOR ISSUING A REFUND FOR THEIR PORTION OF THE REGISTRATION FEE.

REFUND

6. REGISTRANTS ARE ELIGIBLE FOR FULL OR PARTIAL REFUNDS AFTER THEY HAVE PAID THEIR REGISTRATION FEES DESCRIBED HEREIN.
7. REFUNDS MAY BE OBTAINED AS FOLLOWS:
- A) REFUNDS MUST BE FORMALLY REQUESTED BY THE REGISTRANT OR ON BEHALF OF A REGISTRANT BY A PARENT OR GUARDIAN (APPLICABLE FOR ANY REGISTRANT UNDER THE AGE OF MAJORITY WITHIN THEIR PROVINCE OR TERRITORY) THROUGH SPORTLOMO.
 - B) ALL REFUNDS WILL BE APPROVED AUTOMATICALLY IF A REQUEST IS SUBMITTED WITHIN 15 DAYS OF ORIGINAL PURCHASE/REGISTRATION AND THE PARTICIPANT HAS NOT PARTICIPATED IN RUGBY RELATED ACTIVITIES WITHIN THE 15-DAY TIMEFRAME. SPORTLOMO WILL BE

RESPONSIBLE FOR ISSUING PAYMENT BACK TO EACH REGISTRANT VIA THE REGISTRATION SYSTEM.

- C) REFUNDS THAT FALL OUTSIDE OF THE 15-DAY WINDOW FROM THE ORIGINAL PURCHASE/REGISTRATION SHALL BE REVIEWED BY ALL ORGANIZATIONS AND PROCESSED ON AN INDIVIDUAL BASIS. IF APPROVED, RUGBY CANADA, RUGBY ONTARIO, PETERBOROUGH RUGBY CLUB WILL BE RESPONSIBLE FOR THE PAYMENT TO THE REGISTRANT.
- D) REFUNDS MAY ALSO BE PROVIDED IN FULL IF THE COMPETITION REGISTERED DOES NOT COMMENCE.

8. ALL REFUND ENQUIRIES SHOULD BE DIRECTED TO MEMBERSHIP@PETERBOROUGHRUGBY.COM

TRANSACTION FEE

9. ONLY THE REGISTRATION FEES (AND APPLICABLE TAXES) PAID BY THE REGISTRANT WILL BE REFUNDED. TRANSACTION FEES AND/OR SERVICE FEES WILL NOT BE REFUNDED.

ELIGIBILITY

10. ONCE A REGISTRANT PARTICIPATES IN A RUGBY RELATED ACTIVITY, THE REGISTRANT IS NOT ENTITLED TO A REFUND BY RUGBY CANADA.
11. A REGISTRANT MAY BE ENTITLED TO A PARTIAL REFUND OF PETERBOROUGH RUGBY CLUBS PORTION OF THE REGISTRATION FEES:
- A) 0 RUGBY GAMES 85% (HAS PARTICIPATED IN TRAINING)
 - B) 1 RUGBY GAME 75%
12. A REGISTRANT WHO HAS BEEN DISCIPLINED, SUSPENDED, OR REMOVED FROM MEMBERSHIP WITH RUGBY CANADA OR WITH AN ORGANIZATION IS NOT ELIGIBLE FOR A REFUND.
13. A REFUND THAT IS REQUESTED OUTSIDE OF THE REGISTRATION SEASON OR WITHIN THE PRESCRIBED TIMELINES WILL NOT BE GRANTED.
14. ALL PETERBOROUGH RUGBY CLUB REFUNDS DECISIONS ARE MADE AT THE DISCRETION OF THE CLUB REGISTRAR.

POLICY HISTORY	
APPROVED	JULY 2022
NEXT REVIEW DATE	