

POLICIES & PROCEDURES REFUND POLICY

The Innisfil Minor Lacrosse Club (IMLA) policy regarding refunds is detailed forthwith. This policy is to be referenced in all cases where a player wishes to be refunded their registration fees from Innisfil Minor Lacrosse.

1. The principle behind our refund policy is to allow a reasonable amount of time following registration for players to withdraw, while safeguarding the financial stability of Innisfil Minor Lacrosse.
2. Innisfil Minor Lacrosse commits to program expenditure based on registrations and these expenses are not recoverable to the program if/when a member withdraws.
3. All refund requests must be made in writing or email to the Innisfil Minor Lacrosse Registrar and to our Vice President by the individual who paid the fee. Refunds are processed in the same manner as the initial registration. Please allow 2-4 weeks for refunds to be processed.
4. An non-refundable administrative fee of \$30 will be charged on all approved refunds.
5. The final amount of any refund is at Innisfil Minor Lacrosse's discretion or in special or extenuating circumstances at Innisfil Minor Lacrosse's Board Members.
6. Innisfil Minor Lacrosse shall not be responsible for any monies paid directly to a team, team coach or team official and Innisfil Minor Lacrosse shall not entertain requests for any such refunds.

PROCEDURES

1. A paid registration fee shall be fully refunded in the event that Innisfil Minor Lacrosse is unable to field a team. The administrative fee of \$30 shall be withheld in this case.
2. A paid registration fee shall be partially refunded (pro-rated) if a player must withdraw for medical reasons within the first two weeks of the active program. (must provide doctor's note). The administrative fee shall be withheld in this case.
3. A paid registration fee shall be partially refunded (pro-rated) if a players family is transferred to another city, province or country within the first two weeks of the active program (proof of transfer required). The administrative fee shall be withheld in this case.
4. Once a player has attended workouts, practices or tryouts there will be no refunds at any point thereafter is a player or parent disagrees with the player's coach, team or tier placement.
5. There will be no refund of registration fees once a player is registered and the season has started.
6. There will be no refund for a registration fee if a player is suspended or expelled under the OLA.

7. OMFL or OWFL discipline policy or code of conduct rules.

8. Release requests will not be looked at until your child has been registered with their home center. If your request is brought to the Release committee, a \$50 fee will be charged to the family. The fee must be paid in full to the Treasurer by e-transfer and a date will commence.