



# REGISTRATION REFUND POLICY

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Canada



# REGISTRATION 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 1<sup>st</sup> to April 30<sup>th</sup> of each year. Some categories of Registrant (e.g., Temporary/Collegiate) may have a shorter Registration Season. BC Rugby Registration Season is August 1<sup>st</sup> to August 31<sup>st</sup> of the following year.
  - d) *“Rugby Canada”* – The National Sport Organization for Rugby in Canada.

## 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 their club, their provincial/territorial rugby union, 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 the Registrant’s rugby club, the applicable provincial/territorial union, and Rugby Canada.
5. International Unions and World Rugby require that all teams must have National Union permission to tour prior to arriving in another country, which therefore requires Rugby Canada registration and approval.
6. Rugby Clubs are required to have Rookie Rugby Try Rugby Sessions sanctioned prior to the Try Rugby start date, which therefore requires Rugby Canada registration and approval .

## Refund

7. Registrants are eligible for full or partial refunds after they have paid their registration fees described herein.
8. 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, Provincial Unions, Regional Association and Clubs will be responsible for the payment to the Registrant.
  - d) Refunds may also be provided in full if the competition registered does not commence.
9. All refund enquiries should be directed to [refunds@rugby.ca](mailto:refunds@rugby.ca)

**Transaction Fee**

10. 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**

11. Once a Registrant participates in a Rugby related activity, the Registrant is not entitled to a Refund by Rugby Canada .

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. The sanctioning fee for a team to receive permission to tour another country is non refundable.

15. The sanctioning fee for a Rookie Rugby Try Rugby session is non refundable.

16. A Registrant can upgrade a temporary membership to a Full Membership. For a memberships upgrade to be successful with the new membership being credited they must complete the upgrade while the membership is still active or within the 15 business days of the expired temporary membership. Any upgrades done outside of these times will not be refunded.