



BC RUGBY REFUND POLICY

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1. Definitions

Date of Purchase: The date that the individual or organization has completed payment to BC Rugby.

Date of Registration: The first date that the registrant becomes an individual member, or a temporary player category becomes valid.

Event: Any social, fundraising, or celebratory occasion that may or may not involve the playing of rugby.

Membership Dues: The member dues paid annually by individual members (ref. Bylaw 2.4).

Notice: The written communication received by BC Rugby no later than 4:00pm on a business day in British Columbia.

Organization: A provincial/territorial union and/or a registered society that is a member of or affiliated with BC Rugby.

Participant: An individual who pays a fee to BC Rugby and/or to an Organization. Registrants may be athletes, coaches, referees, or other individuals.

Player: An athlete who participates in a BC Rugby program.

Registrant: An individual member or a participant who has registered through a temporary membership category.

Registration Platform: The online system as provided by Rugby Canada to BC Rugby to administer the registration of individual members and temporary players.

Registration Season: The full BC Rugby season which typically runs from August 1st to August 31st of the following year.

Rugby Canada: The National Sport Organization for Rugby in Canada.



Service Fees: The charges incurred to access Rugby Canada registration or BC Rugby programs, leagues, tournaments, education courses or events.

Summer Registration Season: The partial BC Rugby season which typically runs from May 1st to August 31st of the same calendar year.

Team: A club or school team that is participating in a BC Rugby tournament.

2. Eligibility for Refunds

2.1 This policy applies to membership dues and all service fees, except where there is a specific refund policy for a specific service fee (e.g. a specific tournament) that BC Rugby may establish from time to time.

2.2 In the event that a fee has been paid or invoice raised and a participant or organisation no longer wants to participate, cannot participate due to injury or other reason, or cannot attend a workshop or event that is organized by BC Rugby, notice should be given to BC Rugby as soon as possible.

2.3 It is the Participant's exclusive responsibility to ensure that BC Rugby has received the Participant's notice of non-participation.

2.4 If proper notice is not given or the participant or organization does not show up to a workshop/event then no refund will be issued.

2.5 If an Individual or Organization is unable to participate or complete participation due to a disciplinary action by Rugby Canada, BC Rugby or a Member or Affiliate Organization, suspension or termination of BC Rugby Membership, no refund will be issued.

2.6 Extenuating circumstances may be reviewed on a case by case basis at the sole discretion of BC Rugby.

2.7 Any charges imposed by a third-party payment platform or banking charges will not be refunded by BC Rugby.



3. Refund Procedures

3.1 BC Rugby Membership Dues

The following applies to the annual BC Rugby Membership Due and Excess Medical Fee as applicable to the Individual Member category and as collected via the registration platform:

3.1.1 Request Via Registration Platform – 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 the Province) through the supplied registration platform.

3.1.2 Request Made Within 15 Days – A full refund of BC Rugby Membership Dues and Excess Medical Fees will be granted when the request is submitted within 15 days of the date of purchase and no rugby participation has taken place within the 15-day timeframe.

3.1.3 Request Made After 15 Days but Within 45 Days – If a refund is requested after the initial 15-day window but within 45 days from the date of purchase, the request will be reviewed and processed by BC Rugby on an individual basis. The Excess Medical Fee will not be refunded. If approved, BC Rugby will be responsible for the payment of the registrant.

3.2 BC Rugby Service Fees, Individuals

The following applies to the service fees as paid by an Individual for the following scenarios. In the case that an invoice is typically issued, the same applies:

3.2.1 Temporary Player – A full refund of BC Rugby Service Fees will be granted when the request is submitted within 15 days of the date of purchase and no rugby participation has taken place within the 15-day timeframe. The registration platform will automatically issue payment back to each Registrant via the registration system. After this time, no refund will be issued.



3.2.2 Withdrawal from Rugby Programs – A full refund of the rugby program fee will only be issued if the participant provides notice to BC Rugby prior to the start of the rugby program. After the commencement of the rugby program, full or partial refunds may be issued at BC Rugby’s complete discretion based on the circumstances of the withdrawal and sunk costs incurred.

3.2.3 Cancellation of Rugby Programs – A full refund of the rugby program fee will be issued if BC Rugby chooses to cancel a rugby program. If BC Rugby is forced to cancel a rugby program, refunds may be issued at BC Rugby’s complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.2.4 Withdrawal from Representative Teams – A full refund of the representative player fee will only be issued if the participant provides notice to BC Rugby ten days prior to the scheduled departure date of the Team or first scheduled match, whichever is the earlier date. After the commencement of the representative team’s schedule, full or partial refunds may be issued at BC Rugby’s complete discretion based on the circumstances of the withdrawal, sunk costs incurred and the acceptance of non-travelling reserves to join the travelling representative team.

3.2.5 Cancellation of Representative Teams – A full refund of the representative team player fee will be issued if BC Rugby chooses to cancel a representative team. If BC Rugby is forced to cancel a representative team outside of BC Rugby’s control, refunds may be issued at BC Rugby’s complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.3 BC Rugby Service Fees, Organisations

The following applies to written requests for refunds of the service fees as paid by an Organisation for the following types of services. In the case that an invoice is typically issued, the same applies:

3.3.1 Team Withdrawal from Leagues and Tournaments – A full refund of the league/tournament fee will only be issued if the scheduling of the league or tournament has not yet commenced. After which, a 50% refund of the league/tournament fee will be issued if the notice of withdrawal is received three



weeks prior to the start date of the league or tournament. For recreational, non-contact leagues where BC Rugby is responsible for all direct expenses, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the withdrawal, ability to re-sell team slot and sunk costs incurred.

3.3.2 Cancellation of League/Tournament Prior to Start Date – A full refund of the league/tournament fee will be issued if BC Rugby chooses to or is forced to cancel a league/tournament prior to the start date of the league or tournament.

3.3.3 Cancellation of League After Start Date – A 50% refund of the league/tournament fee will be issued if BC Rugby chooses to or is forced to cancel more than or equal to 50% of the scheduled regular season matches in a league. After more than 50% of the scheduled regular season matches have taken place, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.3.4 Cancellation of Tournament Series After Start Date – If a service fee has been charged for a Tournament Series (e.g. Sevens Series) and BC Rugby chooses to or is forced to cancel any tournaments yet to take place, a pro-rated refund of the tournament series fee will be issued proportional to the number of cancelled tournaments to the total number of tournaments in the series.

3.3.5 Cancellation of Single or Consecutive-Day Tournament After Play Commences – If BC Rugby chooses to or is forced to cancel a single or consecutive-day tournament after play commences, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.4 BC Rugby Service Fees, Education

The following applies to the fees paid by an Individual or Organisation to attend educational courses, conferences, workshops, or any other educational service as provided by BC Rugby for the following scenarios. In the case that an invoice is typically issued, the same applies:



3.4.1 Withdrawal – If the Participant can no longer attend and BC Rugby receives written notice at least three business days prior, then BC Rugby will refund to the Participant the full amount paid less a C\$15 administrative fee.

3.4.2 Failure to Attend – If the Participant is unable to attend a Coach or Referee Course and fails to provide written notice within the required timeline, the Participant must provide a written request to BC Rugby within seven days of the start date of the relevant course to receive full credit to attend another course of equal value. After this time, no refund or credit will be provided to the Participant.

3.4.3 Cancellation – A full refund of the event fee will be issued if BC Rugby chooses to cancel an event. If BC Rugby is forced to cancel an event outside of BC Rugby's control, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.5 BC Rugby Service Fees, Events

The following applies to the fees paid by an Individual or Organisation to attend any event hosted by BC Rugby, excluding any transaction charges. In the case that an invoice is typically issued, the same applies:

3.5.1 Withdrawal – If the Participant can no longer attend and BC Rugby receives written notice at least three business days prior, then BC Rugby will refund to the Participant the full amount paid less a C\$15 administrative fee or 10% of the event fee, whichever is greater.

3.5.2 Failure to Attend – If the Participant fails to attend the event, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the cancellation and sunk costs incurred.

3.5.3 Cancellation – A full refund of the event fee will be issued if BC Rugby chooses to cancel an event. If BC Rugby is forced to cancel an event outside of BC Rugby's control, refunds may be issued at BC Rugby's complete discretion based on the circumstances of the cancellation and sunk costs incurred.



4. Providing Notice

4.1 Requests via Registration Platform – 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 the province) through SportLomo.

4.2 All other requests – All other written notices and refund requests should be emailed to info@bcrugby.com with the relevant information.

5. Refund Processing

5.1 Refunds for Membership Dues within 15-days – The registration platform will automatically issue payment back to each Registrant via the registration system.

5.2 All other refunds – BC Rugby will send payment for refunds via e-transfer or bank transfer if the Individual or Organization provides bank details. BC Rugby will not re-issue e-transfers if the recipient has failed to accept the transfer prior to the transfer expires.