

REFUND / CREDIT INFORMATION

If you choose to receive a refund, please complete the Refund Request Form and email the request to info@yaguars.org. Please allow up to 45 days to process.

The purpose of this policy is to clearly define the circumstances in which participants in Yaguars activities will receive a refund of registration fees.

This policy encompasses all our programs

- All refund requests must be submitted on the Yaguars Refund Request form available to download on the club website.

All refunds are subject to a \$25 administrative fee

- Soccer refunds are subject to an additional \$25 player book fee
- please allow up to 45 days to process
- the refund method is by cash

No refund will be provided after the activity starts, except under the following circumstances.

- Should the participant suffer a season ending injury (not related to the programs registered), once we have received a doctor's certificate, and all equipment has been returned, a pro-rated refund may be issued, based on the date of the doctors note/return of equipment or date of request, whichever is later.
- Please note - where the injury is activity registered related, no refund can be provided as this would cause the insurance coverage to be negated.
- Such requests will be dealt with on a case-by-case basis.
- Participants on waiting lists will receive a full refund if they are not placed on the registered activity.

Any NSF cheques will be charged a \$25 administrative fee. All replacement cheques must be certified, paid by cash or e-transfer.

In signing the Yaguars registration form, you accept the Club's registration conditions and financial implications.