

ORLA Refund Policy

The following rules shall govern requests for refunds regarding purchases made from the Okotoks Raiders Lacrosse Association:

COURSE AND CAMP REGISTRATIONS

1. Where a registrant decides not to attend a program or camp before the commencement of the program or camp, a full refund will be granted less a \$25 administration fee.
2. Where a registrant decides not to attend a program or camp because of a program change initiated by the Okotoks Raiders Lacrosse Association, a full refund will be granted.
4. Where a registrant is unable to participate in a program or camp for any of the following reasons, a refund will be granted less \$25 administration fee and less a proration cost for program already attended:
 - a. the registrant has moved away from the local area;
 - b. the registrant has been injured or ill and is unable to attend the remainder of the program or camp
5. Where a refund is requested, the Okotoks Raiders Lacrosse Association may require that satisfactory evidence be provided substantiating the basis for the requested refund.
6. Any determination by the Okotoks Raiders Lacrosse Association regarding a registrant's eligibility for refund or the calculation of the refund is final.

PURCHASE OF GOODS OR SERVICES

1. All sales will be final except in the case where merchandise is damaged.
2. For all purchases, the manufacture's warranty will apply.

For further information concerning refund policy or requests, please contact:

Shannon Sutton

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