

SPORT FOR LIFE SOCIETY POLICY

POLICY TITLE: REFUND & CANCELLATION	
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1. POLICY STATEMENT

- 1.1 The purpose of this policy is to provide guidelines and establish procedures for all cancellations, refunds, and returns that take place as a result of participation in Sport for Life Society services and events including but not limited to resource purchases, workshops, webinars, events, and E-Learning courses.

2. PROCEDURES

2.1 Communication of Cancellation and Refund Policy

Refund and Cancellation Policy related to registration for workshops, events, conferences, and E-Learning will be communicated in writing as part of the registration process for those events.

Refund and Cancellation Policy will be communicated in writing on the web site and order forms for purchase of any resources including but not limited to, print resources and clothing.

2.2 Workshops & Events

2.2.1 Sport for Life Hosted Events - Event Cancellation

The Sport for Life Society reserves the right to cancel or reschedule an event or workshop due to low enrolment or other unforeseen circumstances. All registrants will be notified in writing and will be entitled to a refund of 100% of registration fees unless different policy is identified in the registration package. Refunds, if applicable, will be provided within 30 days of the date the workshop or event was to be held

Sport for Life will not be liable for any other costs that may have been incurred by the registrant including but not limited to, travel, meals, accommodation, or other.

2.2.2 Sport for Life Hosted Events - Participant Cancellation

Unless otherwise indicated as part of the registration process cancellation by a registered participant will be as follows:

- Cancellation more than 14 days in advance of an event will be entitled to a full refund less a 10% administration fee
- Cancellation 14 days or less in advance of an event will not be entitled to refund

If a participant does not show up to an event or workshop no refund will be issued. Resources distributed in courses, workshops and at events will not be distributed to those who cancel or fail to attend.

2.2.3 Partner Hosted Events - Event Cancellation

Should an event in which Sport for Life has been engaged to participate be cancelled the following charges will be due and payable to Sport for Life. This policy will be listed in the Letter of Agreement between Sport for Life and the event host

- Cancellation more than 7 days in advance of the event - \$150 administration fee
- Cancellation 7 days or less in advance of the event - \$300 administration fee

Administration fee includes compensation for time spent preparing for the event. Notification of the cancellation will be requested from the event host in writing as supporting documentation for charges and refunds.

Any non-refundable costs incurred as of the date of cancellation including, but not limited to, travel costs, accommodation, and presentation materials will be due and payable to Sport for Life regardless of the timing of cancellation.

2.2.4 Partner Hosted Events - Participant Cancellation

Should the event be hosted by an entity other than Sport for Life, any refunds to participants will be implemented as per the Host's Refund and Cancellation policy. Sport for Life will articulate these responsibilities in the agreement with the host partner.

2.3 Webinars

2.3.1 Fee Based Webinars

Unless otherwise indicated as part of the registration process cancellation by a registered participant will be as follows:

- Cancellation more than 14 days in advance of a webinar will be entitled to a full refund less a 10% administration fee
- Cancellation 14 days or less in advance of a webinar will not be entitled to refund

The Sport for Life Society does not warrant or guarantee compatibility of its webinars with all customer systems. It is the responsibility of the participant to confirm system requirements and test their computers prior to the start of the webinar. A refund will not be issued for individual technical failures that result in the inability to access a webinar.

Should the technical failure be the fault of the service provider and the webinar is cancelled a full refund will be provided.

The Sport for Life Society reserves the right to cancel or reschedule a webinar due to low enrolment or other unforeseen circumstances. All registrants will be notified in writing and will be entitled to a refund of 100% of registration fees unless different policy is identified in registration for the webinar. Refunds, if applicable, will be provided within 30 days of the date the webinar was to be held

Sport for Life will not be liable for any other costs that may have been incurred by the registrant including but not limited to, travel, meals, accommodation, or other.

2.3.2 No Fee Webinars

Webinars, in general, are offered free of charge. Participants must register in advance and upon registration will be provided written instructions via email on how to access the webinar, and the process to cancel should they be unable to attend.

2.4 E-Learning Courses

There will be no refund for registration in E-Learning courses.

The Sport for Life Society does not warrant or guarantee compatibility of its E-Learning platform with all customer systems. It is the responsibility of the participant to confirm system requirements and test their computers prior registering for an E-Learning course. A refund will not be issued for individual technical failures that result in the inability to access an E-Learning course.

2.5 Resource Purchases

2.5.1 Resources are inclusive, but not limited to, print material or clothing.

2.5.2 There are no exchanges, refunds, or returns for resources and materials purchased from the Sport for Life Society. This policy is to be included in writing on order forms.

3 GENERAL

3.1 Refunds require proof of purchase in the form of a confirmation email or receipt.

3.2 All fees are charged in Canadian dollars or US dollars. Prices are subject to change at any time and without prior notice. There are no price adjustments for items already purchased.

3.3 Method of Payment - Sport for Life Society accepts the following forms of payment:

- Cheque
- Money order
- Credit card (through the [Online Campus](#) or [Square, Inc.](#))

3.4 Sales Tax:

- Applicable sales tax is dependent on the destination/address of the shipment and the type of item(s) purchased.
- All workshops and events are subjected to Canadian GST/HST/PST/QST based on the location the service is hosted in.
- All items shipped to destinations in Canada are subject to Canadian Goods and Services Tax ("GST") and all other applicable taxes.
- Orders sent to addresses outside Canada are not subject to Canadian GST/HST/PST/QST, but they may be subject to customs charges.

If you have any questions or concerns regarding our Refund and Cancellation Policy, contact us at info@sportforlife.ca.