

SPORT FOR LIFE SOCIETY PROCEDURE

TITLE: REFUND & CANCELLATION	
Date Created: August 4, 2017 Date Updated: January 26, 2021	Number of Pages: 3

1. PURPOSE

- 1.1 The purpose of this procedure is to provide guidelines and establish processes for all cancellations and refunds because of acquisition or participation in Sport for Life Society services and events including but not limited to resource and materials purchases, PLAYBuilder, eLearning courses, conferences, workshops, webinars, and speaker presentations.

2. APPLICATION

2.1 Communication of Refund and Cancellation Procedure

Buyers and registrants for services and events will receive written information upon acquisition and/or registration.

Purchase of any resources via the website and order forms including but not limited to, printed resources and materials, will show written information at time of ordering. There are no exchanges, refunds, price adjustments, or returns for PLAYBuilder, eLearning courses, resources, and materials purchased from the Sport for Life Society.

2.2 Cancellations of Events

2.2.1 Sport for Life Hosted Events

Events/Fee-based Webinars Cancelled: The Sport for Life Society reserves the right to cancel or reschedule an event or webinar due to low enrolment or other unforeseen circumstances. All registrants will be entitled to a refund of 100% of registration fees unless registration package states otherwise, provided within 30 days of the event or 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.

Registered Participants: More than 14 days in advance of an event will be entitled to a full refund less a 10% administration fee; no refund will be issued if 14 days or less in advance of an event or fee-based webinar. If a participant does not attend, no refund will be issued. Resources distributed in courses, workshops, and events will not be distributed to those who cancel or fail to attend.

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

2.2.2 Partner Hosted Events

Events Cancelled: More than 7 days in advance of the event - \$150 delivery (administration) fee; 7 days or less in advance of the event - \$300 delivery (administration) fee. Policy shown in the Letter of Agreement between Sport for Life and the event host.

- Delivery (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.

Registered Participants: 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 or procedure. Sport for Life will articulate these responsibilities in the agreement with the host partner.

3. CUSTOMER'S SYSTEM COMPATIBILITY

The Sport for Life Society does not warrant or guarantee compatibility of its online platforms (PLAYBuilder, eLearning, webinars) with all customer systems. It is the responsibility of the participant to confirm system requirements and test their computers prior to the acquisition and registration. A refund will not be issued for individual technical failures that result in the inability to access the platforms.

4. REFUND PROCESS

- 4.1 Refunds require proof of purchase in the form of a confirmation email or receipt.
- 4.2 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 at any time.

- 4.3 Method of Payment - Sport for Life Society accepts the following forms of payment:
- Cheque
 - Money order
 - Electronic Fund Transfer
 - Credit card (through the [Online Campus](#) or [Square, Inc.](#))
- 4.4 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 the Refund and Cancellation Procedure, contact us at info@sportforlife.ca.