



RUGBY CANADA UPDATE REGARDING REGISTRATION AND REFUNDS

In consultation with our Provincial Union partners, Rugby Canada has confirmed a temporary registration suspension for any rugby related activities in 2020 as of Monday, April 6 at 8pm ET/5pm PT. These activities include Minor, Youth, Adult and Masters rugby, as well as Coach, Match Official, Medical and Administration memberships. Two exceptions to the suspension will be Board member and social member registrations. These two options will remain open on the SportLoMo platform with no Rugby Canada fees associated with either registration category. The registration suspension will be lifted when Rugby Canada receives direction from relevant National and Provincial health authorities that rugby activities can resume.

Refunds will only be provided to participants who have not partaken in any rugby related activities, which are not limited to just training or matches. Refunds must be formally requested by the member, or on behalf of a member by a parent or guardian (applicable for any member under the age of majority within their province or territory), through the SportLoMo system within 15 days of original purchase. SportLoMo will issue payment back to each member via the registration system. Full online refunds will be approved automatically if a request is submitted within 15 days of original purchase and no rugby activities have been attended within the 15-day timeframe.

Refunds that fall outside of the 15-day window from the original purchase will be reviewed by all member organizations and processed on an individual basis. If approved, Rugby Canada and the relevant Provincial Union, Regional Association and Club will be responsible for the payment to the member offline, outside of the registration system.

For further information, or to request a refund, please email refunds@rugby.ca.

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