

All refund requests must be initiated by the member. To start the process, please login to the Sportlomo account that you used to register by clicking here: [Sportlomo login](#) or <https://sportsmanager.ie/sportlomo/users/login>

Then follow the step-by-step instructions on the separate pdf.

Please make sure that you initiate your refund request **no later than June 15th**

FAQs

Which refunds will I receive?

You'll get back fees (less admin & processing charges) that you paid to all rugby bodies, including Rugby Canada (RC), Rugby Alberta (RA) / Alberta Junior Rugby Association (AJRA), Edmonton Rugby Union (ERU) and St. Albert Rugby Football Club (SARFC).

Are there any fees that won't be refunded?

Yes. Provincial (RA) excess medical fees of \$4 per junior player / \$10 per senior player are non-refundable.

Can I track my refund status?

Yes. Just login to your Sportlomo account. The status of each of the refund amounts from the individual organizations are updated in the registration section of your profile.

How and when will I receive my refund?

All funds will be returned via Sportlomo through your registration profile - i.e., to the card you used to pay.

What if the card I used to pay is no longer active? Please still initiate your refund request, and also email Juliette at sarfcmembership@gmail.com

Refunds will be issued after the June 15th deadline.

Am I still a member once I request my refund?

No. You will not be a member of the Club, or of any other rugby body (listed above). If rugby activity resumes before the 2021 season, and you wish to participate in any level of practice or play, you will need to register again.

What happens if I don't request a refund by June 15th?

Your membership will remain active for the 2020 season.

Should sanctioned rugby activity resume, you can train & play without registering again, up to and including April 30th, 2021.

Should sanctioned rugby activity not resume, your fees will be considered a donation, and remain with the various rugby bodies and be used to help them through this difficult time.

I would like to support SARFC. Can I donate my refund back to the Club?

As this is an automated refund process, if you choose not to request a refund, each of the amounts you paid to the individual rugby bodies will be returned to them. You are unable to request that the total amount you paid be sent to our Club.

If you would like to support SARFC (thank you!), we suggest that you claim your refund, and then go to our website <https://stalbertrugby.com/buyamembership> and purchase one of the memberships offered.

Should sanctioned rugby activity resume in 2020, and you re-register because you want to train & play, we will supply you with a discount code to go against the Club fees, as by purchasing a membership you will have made a payment towards these.

I need help!

Email Juliette at sarfcmembership@gmail.com if you have any questions or issues regarding your refund.

Click to [send an email to Juliette](#).