

Refund Process

for SARFC members

Please note that, whilst some of the wording you'll see may not exactly match the below, the steps to initiate your refund remain the same.

Rather than each organization - SARFC, ERU, RA/AJRA, RC - refunding each portion of the fees individually, Sportlomo has put a system in place so that the total amount you paid, less Rugby Alberta medical fees (\$4 per junior member; \$10 per adult member) and admin/processing charges, is credited back to your original form of payment.

- Go to <https://sportsmanager.ie/sportlomo/users/login> and enter your email and password to login to your Sportlomo User account

STAGING sportlomo SPORTSMANAGER

Login
please login if you have Sportlomo User Account

ronan.keane@sportlomo.com
email address

password
forgot password

Login

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- Select **St Albert RFC** from the dropdown menu and click the green *Continue* button

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Select Association

Multiple Accounts Logout

Your Associations

Please select the association you want to work in

Association Caplano

Continue

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Refund Process for SARFC members

- Locate your 2020 registration. Click the arrow under *Actions*.

STAGING sportlomo SPORTS MANAGER CAPILANO Roman Keane

HOME HELP MY ACCOUNT MY REGISTRATIONS EVENTS LANGUAGES LOGOUT

Membership Registrations

View Registrations ← Back

Options

View Members View Transfers Register Refunds/Refund Request

Registration Date	Payment Status	Type	Total Charge	Actions
05/12/2018 04:19	Payment Received	New Registration	82.58	
05/12/2018 02:57	Request Card	New Registration	82.58	
05/12/2018 02:52	Request Card	New Registration	82.58	
28/11/2018 03:47	Payment Received	Upgrade	0.00	
20/11/2018 04:58	Request Card	New Registration	269.93	
19/11/2018 08:53	Payment Received	New Registration	469.21	
02/11/2018 05:07	Payment Received	New Registration	476.43	
14/10/2018 06:49	Refunded	New Registration	476.43	
11/10/2018 01:47	Refunded	New Registration	476.43	
11/10/2018 01:37	Refunded	New Registration	724.75	

Total 10 | page 1 of 1

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- Tick the box to request your refund, and fill in a reason (it may not let you move on without putting something in that box). Covid-19 is fine!

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Options

All Refunds

Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each

Email **ronan.keane@sportlomo.com**

Address

Registration **19/11/2018 08:53**

Date

Registration

Service

Fees

RONAN KEANE

Full Name **Ronan Keane**

Id **77545**

Available To Refund **452.50**

Refund Request Amount **452.50**

Request Refund of this membership

Reason for Refund

Save

Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Senior Player - Full Season	2018-19 BC Senior Athlete

Payment Details

A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby Canada	122.50
BC Rugby	0.00
Capilano	330.00

Refund Process for SARFC members

- Click the green **Save** button

STAGING

Request Refund

Options
All Refunds

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Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each

Email: **ronan.keane@sportlomo.com**
Address:
Registration: **19/11/2018 08:53**
Date:
Registration: **469.21**
Service: **16.71**
Fees:
RONAN KEANE
Full Name: **Ronan Keane**
Id: **77545**
Available To Refund: **452.50**
Refund Request Amount: **452.50**
 Request Refund of this membership
Reason for Refund: **Broken leg**

Save

Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Senior Player - Full Season	2018-19 BC Senior Athlete

Payment Details

A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby Canada	122.50
BC Rugby	0.00
Caplano	930.00

- You will be prompted to confirm this. Click **Continue**

STAGING

Request Refund

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All Refunds

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Create Refund Request

Your refund request will be sent to each association funds were paid to and will be processed individually by each

Email: **ronan.keane@sportlomo.com**
Address:
Registration: **19/11/2018 08:53**
Date:
Registration: **469.21**
Service: **16.71**
Fees:
RONAN KEANE
Full Name: **Ronan Keane**
Id: **77545**
Available To Refund: **452.50**
Refund Request Amount: **452.50**
 Request Refund of this membership
Reason for Refund: **Broken leg**

Save

Member Details

After refund these members may no longer be active

Name	Membership Package	Membership Category
Ronan Keane	Senior Player - Full Season	2018-19 BC Senior Athlete

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A refund will be requested from each of the below associations individually

Name	Amount Paid
Rugby Canada	122.50
BC Rugby	0.00
Caplano	930.00

Confirm Refund

Are you sure you want to complete this refund request?

Continue Cancel

- **Sit back and wait for the money to appear!**
*We understand this will be **after June 15th**, no matter when you submit this refund.*