

## !! Update #2 !!.....!! Update #2 !!.....!! Update #2 !!.....!! Update #2 !!

The refund process is experiencing some glitches and delays. Rugby Canada is working with Sportlomo & PaySafe to fix the bugs and get things running smoothly as soon as possible.

The Club has approved its portion of the refunds you've requested. We're reliant now on the system being fixed.

We'll post any updates on our website <https://stalbertrugby.com> and on social media.

Thank you for your patience.

### Receiving your refund

- Your refund will be split down by rugby association, as per your original receipt. This means that you'll receive a number of separate payments back to your credit card.
- When you'll receive it is dependent on a few things: when each individual association "approves" refunds - which they will do once weekly - and on your financial institution. You should start seeing amounts come through sometime around the end of June. These separate refund payments will likely be spread out over a number weeks.
- You should receive an email receipt when individual payment is processed to come back to you; and the money will appear 5-7 business days after that.
- Remember that you can check the status\* of your refund at any time by logging in to your Sportlomo account. The status of each of the refund amounts from the individual organizations is updated in the registration section of your profile.

*\*whilst the glitches are being fixed, this status information may not be accurate.*

### What happens now?

The Clubhouse is now open! (see <https://stalbertrugby.com> for details). The next step is opening our fields, and then getting some rugby activities on them (yay!), working within Rugby Canada's Return To Play framework.

You have two ways in which you can support our Club whilst we work through this process, by:

#### 1. Purchasing a membership

SARFC is a non-profit membership organization. This is great for us in one way – it's our long-standing members who have kept our Club running these last few months. What's not so great is that we rely on the fees we get from our 600+ players, and the money that those players - and the parents & families over the junior players - spend in the Club during the season, to pay our operating costs. These of course didn't disappear completely, even when we were closed. Buying a membership goes a long way to helping us cover these costs, enabling us to make sure the fields and the Club are ready to go once we get the green light.

*Once we resume rugby activities, 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.*

Please go to our website <https://stalbertrugby.com/buyamembership> to purchase a Club membership.

- #### 2. Coming down to enjoy a (physically distanced) drink
- in the Clubhouse, or on our spectacular deck (top tier only, for now). This puts much-needed cash into the Club.

### Questions?

Email Juliette at [sarfcmembership@gmail.com](mailto:sarfcmembership@gmail.com) if you have any refund or membership questions.

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