



Dear St. Albert Rugby Football Club Members,

On behalf of Rugby Canada, I would like to firstly extend our sincere apologies for the delay in addressing the issuance of refunds to those who have requested them. We have been working closely with SportLomo to address a number of technical issues related to refunds as well as to registration. We are all working as diligently as possible, and have moved resources across to ensure refunds are issued as quickly as possible.

I would also like to stress that SARFC have been working very patiently with us, and we truly appreciate their help in communicating with you, as their members, where things currently stand. As mentioned above, we have had to deal with a significant amount of technical difficulties on the back end of the registration system, and these have not been due to anything SARFC would or would not have done on their end.

Many of these systemic issues have influenced our timelines in being to address individual refunds. This is primarily due to the need to address some technical issues in a particular order, and we understand this has left many of you frustrated. Our latest difficulty has even forced us to delay re-opening registration in some parts of the country. As we look to address this critical issue, we recognize the need to continue working to issue refunds as quickly as possible.

We appreciate how difficult this time has been for many people, including yourselves, and we will continue to work to resolve these issues and distribute your refunds as quickly as possible. In the meantime, I will continue to communicate through Rugby Alberta and the Edmonton Rugby Union, who are in constant contact with Juliette Bradley.

If you have any further questions, please do not hesitate to reach out to refunds@rugby.ca where I can better help you. Thank you once again for your patience.

Sincerely,

Nathan Abdelnour

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