



Alberta Rugby Union

11759 Groat Road
Edmonton, AB T5M 3K6

To: Sub Union Presidents, Club Presidents, members

From: Graeme Moffat – Executive Director, Rugby Alberta

Subject: Refund Update

May 28, 2020

I trust everyone continues to be safe during this period of uncertainty. Never has the need for a good community been greater and it is encouraging to see the unique way in which our community continues to engage with each other.

Rugby Alberta has been working collaboratively with SportsLomo and Rugby Canada to create an automated refund process for fees from every level - Rugby Canada, Rugby Alberta, Sub Unions and Clubs. We would like to thank you for your patience, as we worked to find the most direct way to administer a refund. There are still a few details to be sorted on the administrators' side of things but step 1 for the members is ready to go.

- If you request a refund you will be retracting your membership from Rugby Canada, Rugby Alberta, and your respective sub union. If there is a season you will have to re-register.
- Should you not request a refund; your membership will be active for the 2020 season covering you until April 30th 2021 should normal rugby activity resume.
- Should there be no season and you wish to donate your fees you are not required to take any action. Your money will stay with the respective unions and clubs to support them through this difficult time.

Step 1: Attached is the process to request a refund of your 2020 membership within your SportLoMo profile. All refund requests must be initiated by the member, on the SportLomo registration platform. To begin the process, go to <https://sportsmanager.ie/sportlomo/users/login>, sign into your account, and request the refund online through the "My Registrations" section. Members are asked to initiate their refund request by June 15th.

There is an approval process that will be required at each level of governance before the funds can be released to the member. This process will be for the staff/volunteer administrators and information on this will be available in the coming days.





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FAQ:

Which refunds will I receive?

Fees for which you have not already been refunded will be returned (less service charges). This includes Rugby Canada, Rugby Alberta/AJRA, ERU/CRU and your Club.

Are there any fees that I won't get refunded?

Yes, Rugby Alberta excess medical fees are non-refundable. These fees amount to \$4 per minor member, and \$10 per adult member.

Can I track my refund status?

Yes, you can track the status of your refund by logging into your SportLomo registration profile. The status of each of your refund amounts required from each organization are updated in the registration section of your profile.

How will I receive my refund?

All funds will be returned via SportLomo through your registration profile (the credit/debit card originally used to pay).

Am I still a member if I am granted a refund?

No, unfortunately if you are refunded, you are no longer considered a member for the 2020 season under any club or union. If you wish to participate in any level of play or practice once rugby returns, you will be required to re-register. Please refer to the Rugby Alberta Registration Policy for any further information.

Can I donate my fees? And if yes, do I remain a member for 2020?

Yes, you may donate your fees if you would like. No action is required for you to donate your fees; all fees will remain with your respective club and unions. If you choose to donate your fees, you will remain a member, and are free to participate in all sanctioned rugby activity once it resumes.

Sincerely,

Graeme Moffat

