



Refund Policy

COMPETITIVE PROGRAM

Subject to this policy, all registration and tryout fees for AKBA competitive teams (e.g. HP, Rep, Select, etc.) are **non-refundable** once a participant has completed registration.

HOUSE LEAGUE PROGRAM

Refund Eligibility

- Refund requests **received on or before April 30** will be processed, subject to a **\$100.00 administrative fee**.
- Refund requests **received after April 30** are **not eligible for any refund**, and all registration fees will be forfeited.

No Exceptions

All refund deadlines are strictly enforced. Exceptions will not be granted except as set out below or where required by applicable law.

MEDICAL EXCEPTION

In the event that a participant is unable to continue participation due to a **serious injury or medical condition**, the AKBA may, in its sole discretion:

- Consider a partial refund; and
- Require the submission of supporting medical documentation from a licensed medical professional.

If the participant is a member of a competitive team, the participant shall cooperate with team personnel, acting reasonably, to determine the participant's share of the team budget.

Approval of any medical-related refund is not guaranteed and will be assessed on a case-by-case basis. Any decision with respect to a medical-related refund shall be made by the Board of Directors in its sole discretion and shall be final, with no right of appeal.

PROGRAM CANCELLATION BY AKBA

If the AKBA cancels a program due to circumstances within its control (e.g., insufficient registration), participants will receive:

- A **full refund**, or
- A **pro-rated refund**, depending on the timing of the cancellation

The AKBA reserves the right to determine the appropriate refund amount in such circumstances.

PARTIAL SEASON/WITHDRAWAL AFTER START

Where a participant withdraws after the start of the season:

- **No refunds will be issued**, except as outlined under the Medical Exception section
- The AKBA may, at its sole discretion, consider a **partial refund** in exceptional circumstances

FORCE MAJEURE

The AKBA shall not be responsible for refunds or compensation where programs are interrupted, delayed, or cancelled due to events beyond its reasonable control, including but not limited to:

- Severe weather or poor air quality (including wildfire smoke)
- Government orders or public health restrictions
- Field closures by municipalities
- Acts of God, natural disasters, or emergencies

PROCEDURE FOR REQUESTING REFUND

Only the **parent or legal guardian** who completed the original registration may submit a refund request.

All refund requests must be submitted **in writing by email**.

Required Submission Details

Requests must include the following information:

- Participant's full name
- Address (including city and postal code)
- Telephone number
- Date of birth

Submission Instructions

Refund requests must be sent to:

- finance@akba.ca
- houseleague@akba.ca

Both email addresses must be included on the request.

PROCESSING OF REFUNDS

Approved refunds will be issued using the original method of payment where possible.

Processing times may vary but will generally be completed within a reasonable timeframe.

GENERAL

The AKBA reserves the right to interpret and apply this Policy at its sole discretion, acting reasonably and in good faith.

This Policy is subject to all applicable laws and regulations.

Last updated April 2026