



UMLA Refund / Cancellation Policy

The following cancellation policy is in place for all Programs with the UMLA:

- If Health Officials, Municipal, Provincial or Federal Governments, OLA or OMLA cancels a Program, then you will receive a refund for all remaining sessions less a \$50.00 administration fee (\$0 for Softlax). Additionally, if equipment / apparel / jerseys / pinnies are provided to a participant to keep, then the cost of these items will be subtracted from the refund amount. *

- If a participant wishes to withdraw from a Program that is still actively running, then you will receive a refund for all remaining sessions less a \$50.00 administration fee (\$0 Softlax). Additionally, if equipment / apparel / jerseys / pinnies are provided to a participant to keep, then the cost of these items will be subtracted from the refund amount. *

* Refund amount will be determined as follows: Registration fee paid less \$50.00 administration fee, less cost of supplied equipment (if any), divided by total number of sessions for the program, multiplied by the total number of sessions remaining in the program.