



## **Business Policy**

All payments for Maineix Lacrosse Club programs are non-refundable. If a participant prior to a scheduled program sustains a medical injury or illness and the registered player is unable to participate in the session, appropriate documentation or a doctors' note is required prior to the event start date. In such cases, Maineix Lacrosse Club will issue a house credit, which can be used for any family member in any Maineix program. This credit will be valid until the end of calendar year in which it was earned. Credits do not roll over and will not be issued after the program's end date.

Absences and mid-program cancellations will not be credited.

Requests to transfer to an alternate program will be honored, space permitting, provided such request is received three weeks in advance of the originally schedule program. If your request cannot be honored, a house credit will be issued - same conditions as above apply.

Weather related cancellations will not be refunded or credited. Maineix does not reschedule due to weather cancellations. However we do try to reschedule canceled dates if facilities and dates are available but cannot guarantee they will be made up.

No credits will be issued for any other reason.