

REFUND POLICY

POLICY STATEMENT: To ensure clarity of the Canada Snowboard refund process for all sanctioned events, courses and memberships.

Policy Category:	Memberships – Insurance – Events - Programs
Approval Authority:	Sport System Development Director
Department:	Sport System Development
Approval Date:	May 12, 2021
Next Review Date:	May 2023
Revision Date(s) Approval:	November 22, 2021 (Changes in Red)
Related Policies:	CS Guidelines Event Handbook – Grom Series Event Handbook – Provincial/Territorial Series Event Handbook – Air Nation Freestyle Tour Event Handbook – Speed Nation SBX Tour Event Handbook – Speed Nation Alpine Tour CSCP Operations Manual Club Membership Policy Individual Membership Policy

Definitions & Principles

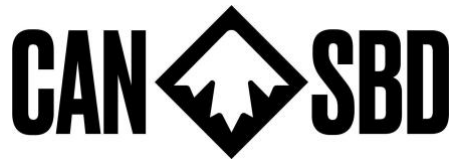
Purpose

1. Clarify the Canada Snowboard refund process.

Terms:

The following terms referred to in this document:

- a. “CAC” – Canadian Association of Coaching
- b. “CS National Membership System” – The registration and database portal used by CS to collect all Individual and Club Memberships, Sanction Requests and Event Registrations. As of July 1 2019 CS is partnering with Interpodia/SnowReg to deliver this system.
- c. “CSCP” – Canada Snowboard Coaching Program
- d. “D & O Insurance” – Directors and Officers Insurance
- e. “FIS” – The International Ski Federation
- f. “IPC” – The International Paralympic Committee
- g. “Membership” – The term used for an individual athlete, coach, judge or official annual licence/membership.
- h. “PTSA” – Provincial/Territorial Sports Organisation
- i. “SAIP” – Sport Accident and Insurance Program



Scope and Application

2. All Canada Snowboard;
 - a. Sanctioned Events/Competitions;
 - b. Officials, Judges and Coaches Courses;
 - c. Athlete, Coaches, Judges, Officials, Volunteer and Subscriber Memberships; and
 - d. Add-Ons (Insurance, FIS Licences/IPC and ChPC Registration)

Policy Details

3. The following outlines the different refund processes for Sanctioned Events/Competitions, Courses, Insurance and Membership purchases:
 - a. Event Registration Fee:

Event/competition's registration fee refunds require the approval from the Provincial/ Territorial Snowboard Association's (PTSA) Executive Director.

Event refunds requirements are as follows:

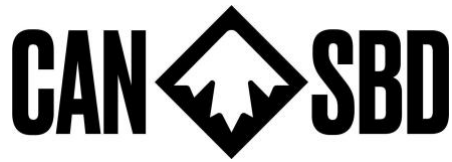
 - Injury sustained prior to event official training day, preventing participation in event. Must be confirmed with doctor's note.
 - Request for refund must be submitted by email to the Provincial/ Territorial Snowboard Association's Executive Director at least two (2) hours prior to event's first the Team Captain's meeting or official event training.
 - Refunds will not be given for cancellations due pandemics, natural disasters or exceptional circumstances.
 - Refunds will only be issued if entries are withdrawn by the deadline which is outlined in the event notice. Refunds for cash or cheque transactions must be refunded by cheque. Credit card refunds must be processed via card transaction credit. All refunds made through the Canada Snowboard Membership System are subject to the SnowReg service charges for both the registration and refund fees.
 - **Full refunds will be given if a participant is unable to attend an event due to a potential positive COVID-19 case (If a participant suspects that have any related Covid-19 symptoms, they must not attend the activity and they will be refunded).**
 - b. Lift Tickets:

Lift tickets purchased from the event organizer are not refundable in any circumstance, all other purchases will follow the resort's refund policy.
 - c. Judges and Officials Courses

Course registration fees refunds will be issued with the approval from the PTSA Executive Director. Refunds for cash or cheque transactions must be refunded by cheque. Credit card refunds must be processed via card transaction credit. All refunds made through the Canada Snowboard Membership System are subject to the SnowReg service charges for both the registration and refund fees.

 - **Full refunds will be given if a participant is unable to attend an event due to a potential positive COVID-19 case (If a participant suspects that have any related Covid-19 symptoms, they must not attend the activity and they will be refunded).**
 - d. CSCP Courses:

Course registration fees refunds will be issued with the approval from the CS Coaching and Programming Senior Coordinator. Refunds will be processed via online course registration system. Refunds for cash or cheque transactions must be refunded by cheque. Credit card refunds must be processed via card transaction



credit. All refunds made through the Canada Snowboard Membership System are subject to the SnowReg service charges for both the registration and refund fees.

For course cancellations for any CSCP coaching course, the following charges will be applied:

- I. Within three (3) weeks of the start of the course: 15% of registration fees
- II. Within two (2) weeks of the start of the course: 30% of registration fees
- III. Within one (1) week to the start of the course: 40% of registration fees
- IV. Within three (3) days to the start of the course: 50% of registration fees
- V. Within twenty-four (24) hours or no show: 100% of registration fees

Canada Snowboard has the right to cancel any course without prior notice, and will not be responsible for any expenses incurred by the participant.

- Full refunds will be given if a participant is unable to attend an event due to a potential positive COVID-19 case (If a participant suspects that have any related Covid-19 symptoms, they must not attend the activity and they will be refunded).

e. Memberships

Canada Snowboard Memberships (athlete, coach, judge, official or other memberships) purchased through the Canada Snowboard National Membership System may be refunded if:

1. The member registered for the wrong membership type or in the case the member purchased the membership accidentally
 - Request for refund must be through members' associated PTSA,
 - Request must be made within 7 days of purchasing the membership.
2. The member is not able to meet the Canada Snowboard and/or the PTSA Vaccination policy.
 - Request for refund must be through members' associated PTSA
 - Request must be made prior to January 10, 2022

All refunds made through the Canada Snowboard Membership System are subject to the SnowReg service charges for both the registration and refund fees.

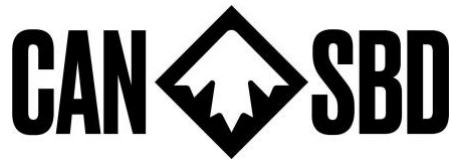
f. Membership Add-Ons

For the purchase of any Canada Snowboard Membership Add-Ons (Insurance, FIS Licences, CAC Licences) the following refund policies apply. All refunds made through the Canada Snowboard Membership System are subject to the SnowReg service charges for both the registration and refund fees.

i. Insurance (SAIP + D & O)

The purchase of insurance through Canada Snowboard (SAIP insurance for athletes and D & O Insurance for Not for Profit Clubs) may be refunded if:

- The insurance was purchased accidentally; or
- The wrong policy was accidentally purchased, in which case the member may have the difference between the purchased and correct policy invoiced or refunded. The upgrade to a more expensive policy may be done at any time, however if the member has participated in any sanctioned training or competition they can not downgrade their policy from that purchased. In order for a refund to be made:
 - The request for refund has been made through the members' associated PTSA; and
 - The request for refund has been made within 2 weeks of purchasing the membership.



ii. FIS/IPC Licences

The purchase of a FIS/ IPC Licence through Canada Snowboard may be refunded if:

- The licence was purchased accidentally.
- The member (Club, athlete, coach) has not participated in any FIS / ICP events.
- The request for refund has been made through the members' associated PTSA.
- The request for refund has been made within 2 weeks of purchasing the membership.

iii. CAC Registered Professional Coaching Status

The purchase of a CAC Registered Professional Coaching Status through Canada Snowboard may be refunded if:

- The registration was purchased accidentally.
- The request for refund has been made directly to Canada Snowboard.
- The request for refund has been made within 2 weeks of purchasing the membership.

Review and Approval

4. *Guidance*

For interpretation or guidance on the application of this policy, please contact Canada Snowboard at info@canadasnowboard.ca. Any recommended changes or formal application of this policy resides under the authority of the Canada Snowboard Sport & System Development Team.