



Policy Name:	Event Refund Policy
Policy Family:	Sport & System Development (“SSD”)
Section:	Events & Competitions
Approval Authority:	Canada Snowboard Management Team
Responsible Staff:	Sport & System Development, Manager
Implementation Date:	Approved 2012-01-01
Amendment Dates:	2018-10-01

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### **Policy Statement**

Protect event’s organizers, athletes and coaches.

### **Purpose (reason of policy)**

Clarify the event/ competition’s registration fee refund process.

### **Scope of application**

All Events (competitions) from LTAD Learn to Train to Active for Life (excluding Train to Win)

### **Related Documents**

- 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



## **Refund Process**

### Registration Fee:

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

The following are viable reasons for permitting event/ competition registration Fee refunds:

- Event cancellation or date/location changes
- 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 the Team Captain's meeting or official event training.

Refunds for cash or cheque transactions must be refunded by cheque.  
Credit card refunds must be processed via card transaction credit.

### Lift Tickets:

Lift Tickets are not refundable in any circumstance.

## **Guidance**

For interpretation or guidance on the application of this policy, please contact Canada Snowboard at [info@canadasnowboard.ca](mailto:info@canadasnowboard.ca). Any recommended changes or formal application of this policy resides under the authority of the Canada Snowboard Management Team.

## **Review and Approval**

This policy will be reviewed every even numbered year by the Sport & System Development Team and then brought forward to the Canada Snowboard Management Team for approval. This policy was approved by Canada Snowboard's Management Team on the 15<sup>th</sup> day of October, 2018 and is therefore due for review and approval before the 15<sup>th</sup> day of October, 2020.