



## **Registration, Cancellation and Refund Policies**

### **Registration:**

Registration for any programs, courses or classes with **Pickering Dragon Boat Club (PDBC)**, must be completed using our online registration system. Registration is not confirmed until payment is received in full. Space in our programs, courses and classes are filled on a first come, first serve basis and space will not be “reserved” in advance. Some programs, courses and classes have a limited amount of space; should a program fill prior to your registration, please email [membership@pdbc.ca](mailto:membership@pdbc.ca) for information regarding additional programs, courses or classes that will be offered.

### **Cancellations:**

**PDBC** reserves the right to cancel, change, or postpone programs, courses, and classes when required due to inclement weather, insufficient registration, or emergency circumstances. **PDBC** will do everything within its power to inform participants within a timely manner, however cancellations and postponements due to poor weather will only be made on the day of. Should a program, course or class need to be cancelled or postponed due to insufficient registration, an alternate date and time will be offered to the participants registered within that program.

In the event of a team coach needing to miss a practice or regatta, **PDBC** will provide an alternative coach for you on the date(s) required. In the event of an emergency where a coach needs to miss a practice or regatta, **PDBC** will do everything within its power to provide you with an alternative.

### **Refunds:**

Under normal circumstances, **PDBC** will issue refunds based on the following (*unless otherwise indicated by the program director*):

*\*All refunds are subject to a \$20 administrative fee.*

30+ days prior to course start date- 100% refund

14-29 days prior to course start date- 75% refund

7-13 days prior to course start date- 50% refund

1-6 days prior to course start date- 25% refund

\* Please note: *a force majeure* (or, an Act of God), may change how cancellations and/or refunds are processed.

Once a course has begun, no refunds will be issued. Refunds, discounts or credits will not be issued for missing class days due to personal holiday, illness, weather etc. Should there be extenuating circumstances surrounding your withdrawal from a program after the start date, **PDBC** will do its best to offer you an alternative program, course or class. **PDBC** will not issue refunds on behalf of third parties; refunds of fees paid to festivals, events or third-party businesses are up to the discretion of said third parties.

***\*Please note: For participants who register for multiple programs to receive programming discounts, any and all refund or withdrawal requests will be handled on a case by case basis and will be up to the discretion of the PDBC organization\****

Any questions regarding registration, cancellation or refunds should be directed to [membership@pdbc.ca](mailto:membership@pdbc.ca)

***Pickering Dragon Boat Club reserves the right to alter, update, or change these policies at their discretion.***

***Pickering Dragon Boat Club, 2019.***