

BC Sport Cheer Association Refund Policy

Definitions

The following terms have these meanings in this Policy:

- a) "Association" – BC Sport Cheer Association (BCSC)
- b) "Participant" – All categories of membership defined in the Association's Bylaws, including clubs, teams as well as, all individuals engaged in activities with the Association including, but not limited to, athletes, coaches, referees, officials, volunteers, managers, administrators, committee members, and directors and officers of the Association
- c) "Exceptional Circumstances" – Defined by Eligibility for Refunds as exceptional circumstances.

Purpose

This refund policy outlines the terms and conditions under which refunds will be provided by BC Sport Cheer (BCSC) to its members and participants.

Eligibility for Refunds

Refunds may be requested for any reason. However, the following may be considered as exceptional circumstances:

1. Injury or Medical Condition: A participant who sustains a season-ending injury or develops a medical condition preventing them from participating may be eligible for a refund upon submission of appropriate medical documentation.
2. Cancellation of Program or Event: If BCSC cancels a program, event, or season for any reason, participants will be entitled to a full or partial refund, as determined by the organization.
3. Change in Schedule: If there is a significant and unforeseen change in the program's schedule that renders a participant unable to continue, they may be eligible for a partial refund.

Refund Request Procedure

To request a refund, participants or their legal guardians must follow these steps:

1. Notify BCSC via email to info@bcsportcheer.ca of the request for a refund, providing specific details about the reason for the request.
2. Include any necessary supporting documentation, such as medical certificates or program change notifications.
3. Refund requests must be submitted according to the "Refund Timelines". Retroactive requests post-event must include documentation on why the request was not able to be made in time.

Refund Timelines

Substitutions may be permitted at no additional cost. Refund requests with all documentation is need based on the following timelines:

1. For courses and non-competition events.
 - a. If more than 3 weeks notice is given a full refund less \$10 administration fee
 - b. If more than 7 days notice is given 50% refund may be provided
 - c. If less than 7 days notice no refund will be provided unless the refund request falls under the Exceptional Circumstances.
2. For competitions: TEAM PARTICIPATION. All cancellations of an entire team will be based on the following timelines less \$100 administration per TEAM.
 - a. If more than 8 weeks notice is given a full refund less the administration fee
 - b. If more than 6 weeks notice is given 50% refund less the administration fee
 - c. If more than 4 weeks notice is given 25% refund less the administration fee
 - d. If less than 4 weeks notice, no refund is given

Refunds will NOT be awarded for a no-show, drop out, or scratch at the competition with less than 4 weeks notice

3. For competitions: INDIVIDUAL ATHLETE. If an individual athlete is removed from the roster, and NOT substituted, the following timelines will apply:
 - a. If more than 8 weeks notice is given a full refund less \$10 administration fee
 - b. If more than 4 weeks notice is given a 50% refund
 - c. Less than 4 weeks no refund is given
4. For credentialing:
 - a. If more than 4 weeks notice is given a full refund less \$10 administration fee
 - b. If less than 48 hours notice is given to the credentialing evaluator to change their time or cancel, coaches will be charged a fee of \$20 and will not be allowed to credential until the next session.

Refund Processing

Refunds will be processed within 14 days of receiving approval for a refund. All documentation required for a consideration for a refund must be provided to BCSC before the review will take place. Refunds will be issued via electronic transfer.

Refund Denials

BCSC reserves the right to deny refund requests that do not meet the eligibility criteria outlined in this policy.

Contact Information

For refund inquiries and submissions, please email the BCSC executive director at info@bcsportcheer.ca

Policy Revisions

BCSC reserves the right to revise this refund policy as needed. Any changes will be communicated to members and participants in a timely manner.

By participating in programs and events organized by BCSC members and participants acknowledge that they have read and agree to abide by this refund policy.