



## **NBCC Cancellation and Refund Policy**

### **Canoe Kids and Intro to Sprint Racing Camps**

- All cancellation/refund requests must be submitted in writing to the NBCC Office Manager in person or through email ([manager@northbaycanoecub.ca](mailto:manager@northbaycanoecub.ca))
- A full refund less a \$50 administration fee will be issued for cancellation requests submitted at least 1 week before the start of the camp.
- NO REFUND will be issued for cancellation requests submitted less than 1 week before the camp start date or after the camp has started.
- NO REFUND will be issued if a participant must leave a camp due to violation of safety policies or Code of Conduct.
- There will be NO REFUND for no-shows.
- Refund requests may take up to 2 weeks to process.

### **Sprint Racing and Adult Programs**

- All cancellation/refund requests must be submitted in writing to the NBCC Office Manager in person or through email ([manager@northbaycanoecub.ca](mailto:manager@northbaycanoecub.ca))
- A full refund less a \$50 administration fee will be issued for cancellation requests submitted before the start of the program.
- A pro-rated refund less a \$50 administration will be issued for cancellation requests submitted after the program begins.
- There will be no refund for no-shows
- There will be no refund for participants who are suspended due to violation of safety policies or Code of Conduct.
- Refund requests may take up to 2 weeks to process.

### **COVID-19 Exceptions**

- If a program is cancelled prior to the program start date due to COVID-19 related restrictions, a full refund will be issued.
- If a program is cancelled after the program start date due to COVID-19, a pro-rated refund will be issued.