

NEW PROCEDURE

DOCUMENT: PP1

SECTION: NEW - H3 - Procedure for Refunds

CURRENT WORDING:

New Procedure

PROPOSED CHANGE:

H3 - PROCEDURE FOR REFUNDS

The following procedure is in place for all BCSSA run events, programs and services.

1. Membership fees are non-refundable.
2. Sanction fees are non-refundable.
3. If an event, program or service is cancelled by BCSSA, all registrants will receive a full refund.
4. If an event, program or service is rescheduled, and an individual is unable to attend, the individual will receive a full refund.
5. If an individual registered for an event, program or service and withdraws prior to 48 hours before the start, for any reason, the individual will receive a refund minus the credit card administration fee if applicable.
6. If an individual registered for an event, program or service and withdraws after 48 hours before the start, no refund will be provided.
7. If an individual withdraws from an event within the 48 hours of the event due to symptoms of an illness as identified by the Communicable Disease Prevention Plan, the individual is eligible for a refund.

RATIONALE:

To clearly lay out our cancellation guidelines.

PROPOSED BY: Staff

RESULT: Approved by Board - June 2021