

## **Nanaimo Pickleball Club Refund Policy**

The Nanaimo Pickleball Club understands there are circumstances that result in the cancellation of a pickleball session after you have registered and paid for the event. The Club strongly recommends you only register for events that you know you can attend but if you must cancel the Club policy for refunds is as follows:

1. If the cancellation is due to injury, sickness or not feeling well or in cases of family, household or domestic emergency that require the immediate attention of and can only be attended by the member – A full refund less \$1 processing fee.
2. If you cancel for any other reason:
  - a. If you cancel 2 days or more prior to the event - a full refund less \$1 processing fee (i.e. If the event is on Thursday you must cancel before end of day on Tuesday)
  - b. If you cancel 1 day prior to the event then 50% of the event cost will be refunded (i.e. If event is on Thursday and you cancel on Wednesday)
  - c. If you cancel on the day of the event then no refund will be issued.

All refunds will be processed as a credit to your account and may be used against the cost of future play sessions.