



Peterborough Canoe and Kayak Club

Refund Policy

February 17, 2023

Purpose

To define when and how program and regatta fees may be refunded.

Summer Day Camp

1. Cancellation by a registrant:
 - a. If cancelled 14 or more business days prior to the start of camp, the full registration fee will be refunded, minus a \$25/person service charge.
 - b. If cancelled fewer than 14 business days prior to the start of camp, 50% of the camp cost will be refunded, minus a \$25/person service charge.
 - c. Cancellation on or after the Friday before camp begins will not qualify for a refund.
2. Refund or reduction of fees will not be offered for the discontinuation of any program due to, but not limited to, acts of God, weather conditions, power outages, natural disasters, terrorism, fire, or for any reason that would prohibit camp from operating safely. PCKC reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary.
 - a. PCKC will offer spots in upcoming summer camps during the same calendar year to those who would be affected by camp cancellation due to reasons listed above.
 - b. A full refund will be provided if whole camps are cancelled due to Public Health orders related to the COVID-19 pandemic.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness (with the exception of COVID-19), family vacations, sports schedules, or a change in participants' schedule.
4. No refund or reductions of fees will be made for any child who is removed from a program due to poor behaviour or has been deemed unsafe.
5. No refund or reduction of fees for participants arriving late or leaving early, or for any services not used while at camp.

Recreational Programs (Full-Season Programs: Masters, Special Olympics, High Performance Training)

1. Cancellation by a registrant:
 - a. If cancelled 14 or more business days prior to the start of program, the full registration fee will be refunded, minus a \$25/person service charge.
 - b. If cancelled fewer than 14 business days prior to the start of program, 50% of the camp cost will be refunded, minus a \$25/person service charge.
 - c. No refunds will be provided for cancellations made more than 10 business days after the start of the program.
2. Refund or reduction of fees will not be offered for the discontinuation of any program due to, but not limited to, acts of God, weather conditions, power outages, natural disasters, terrorism, fire, or for any reason that would prohibit a program from operating safely. PCKC reserves the right to change or cancel any recreational program if conditions warrant. Notification will be provided as early as possible should this be necessary.
 - a. PCKC will offer credit for programs in the next calendar year to those who would be affected by camp cancellation due to reasons listed above.
 - b. A full refund will be provided if whole programs are cancelled due to Public Health orders related to the COVID-19 pandemic.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness (with the exception of COVID-19), family vacations, sports schedules, or a change in participants' schedule.
4. No refund or reductions of fees will be made for any paddler who is removed from a program due to poor behaviour or has been deemed unsafe.
5. No refund or reduction of fees for participants arriving late or leaving early, nor for any services not used while at the program.

Regattas

Note: Regatta fees are separate from program fees

1. Cancellation by a registrant:
 - a. Regatta fees will not be refunded to registrants who don't attend the regatta, or who miss one or more races in a regatta for any reason.
2. Cancellation by Host Club, CKO (Canoe Kayak Ontario) or CKC (Canoe Kayak Canada):
 - a. PCKC will administer refunds as directed by applicable governing bodies (Canoe Kayak Ontario – CKO and/or Canoe Kayak Canada – CKC).

Refund Requests:

Refund requests will be directed to the Club Treasurer by email at info@pckc.ca

Refund requests will take up to 3 weeks to process.