



## ***Registration, Cancellation and Refund Policies***

### ***Registration:***

Registration for any program, course or class with **Alkame Dragon Boat Services**, must be completed using our online registration system. Registration is not confirmed until payment is received in full. Space in our programs, courses and classes are filled on a first come, first serve basis and space will not be “reserved” in advance. Some programs, courses and classes have a limited amount of space; should a program fill prior to your registration, please email [katy.dunlop@alkame.ca](mailto:katy.dunlop@alkame.ca) for information regarding additional programs, courses or classes that will be offered.

Quotations for specialized programs, events, festivals, team coaching or boat rentals are valid for 30 days, unless otherwise stated on your quotation. Confirmation for specialized programs, events, festivals, team coaching or boat rentals is only confirmed once your invoice has been sent to you and payment has been received, based on the payment terms indicated on your invoice.

### ***Cancellations:***

**Alkame Dragon Boat Services** reserves the right to cancel, change, or postpone programs, courses, and classes when required due to inclement weather, insufficient registration, or emergency circumstances. **Alkame** will do everything within its power to inform participants within a timely manner, however cancellations and postponements due to poor weather will only be made on the day of. In the case of festival cancellations due to inclement weather, no refunds will be issued. Should a program, course or class need to be cancelled or postponed due to insufficient registration, an alternate date and time will be offered to the participants registered within that program.

In the event of a team coach needing to miss a practice or regatta, **Alkame** will provide an alternative coach for you on the date(s) required. In the event of an emergency where a coach needs to miss a practice or regatta, **Alkame** will do everything within its power to provide you with an alternative.

### ***Refunds:***

Under normal circumstances, **Alkame Dragon Boat Services** will issue refunds based on the following (unless otherwise indicated on your contract):

*\*All refunds are subject to a 10% administrative fee.*

30+ days prior to course start date- 100% refund

14-29 days prior to course start date- 75% refund

7-13 days prior to course start date- 50% refund

1-6 days prior to course start date- 25% refund

*\* Please note: A force majeure (or, an Act of God), may change how cancellations and/or refunds are processed.*

Once a course has begun, no refunds will be issued. Should there be extenuating circumstances surrounding your withdrawal from a program after the start date, **Alkame Dragon Boat Services** will do its best to offer you an alternative program, course or class. **Alkame** will not issue refunds on behalf of third parties; refunds of fees paid to festivals, events or third-party businesses are up to the discretion of said third parties.

Any questions regarding registration, cancellation or refunds should be directed to [katy.dunlop@alkame.ca](mailto:katy.dunlop@alkame.ca)

***Alkame Dragon Boat Services reserves the right to alter, update, or change these policies at their discretion. Alkame Dragon Boat Services, 2022.***