



## 2023 – 2024 REGISTRATION REFUND POLICY

### PAYMENT TERMS AND METHODS

Full Payment/forms must be received by the published deadline dates in order to qualify for the published rates.

Payment can be made by:

E-Transfer to: [info@sapphireproductions.ca](mailto:info@sapphireproductions.ca)

Cheque made payable to: **Les Productions Sapphire Inc.**  
(Address: 315 rue Senecal, L'île Bizard, QC H9C 2G2)

Payment by credit card: Complete the Credit Card Authorization Form (to be emailed upon request). Note credit card payments will be subject to a 4% processing fee.

Two (2) coaches are included free per team (not applicable to specialty divisions registrations). Additional coach bracelets will be charged an additional fee.

### TEAM CANCELLATION

If your team needs to cancel their registration for an event, please inform us immediately via email at [info@sapphireproductions.ca](mailto:info@sapphireproductions.ca).

Credit will not be awarded for the cancellation of individuals due to the volume of participants. Substitutions may be permitted at no additional cost. Credit will NOT be awarded for a no-show, drop out, or scratch the day of the competition.

***The following Credit schedule will be used:***

(Minus a \$100 non refundable administration fee).

- Written request received 30+ days prior to the event: 100% credit issued
- Written request received 15 to 29 days prior to the event: 50% credit issued
- Cancellation within 14 days prior to event – no credit issued, regardless of issue.

Please note that credits can be used during the current season or the following season for Sapphire Production events (excluding Adrenaline).



## **EVENT CANCELLATION**

If an event is cancelled due to unforeseen circumstances Sapphire Productions will make every attempt to reschedule the event. If the event is rescheduled and your team does not participate, there will be no refund of any registration fees. If the event is not rescheduled a 100% credit will be awarded for the following season's event.

In the event of inclement weather, information will be posted the morning of the event on the website and an email will be sent to clubs/schools (email on file at registration).

## **PUBLIC HEALTH GUIDANCE**

Sapphire Productions will follow the recommendations/mandates of national, provincial and regional Public Health authorities and Sport Governance associations when making decisions about event cancellations and/or restrictions.

In the case of cancellation due to public health guidance, the following refund schedule will be offered:

- Cancellation 30+days prior to the event: 100% refund of all registration fees paid.
- Cancellation 1 to 29 days prior to the event: 80% refunded or 100% credit for the following season's event.

## **CHANGING DIVISIONS**

A preliminary schedule will be emailed to teams to be able to verify that your divisions and team information is correct. Any changes must be communicated via email by the deadline indicated in the email.

Once the final schedule has been posted and sent, any changes to divisions could be subject to an administrative fee of \$250 per team.