

PacificSport – Vancouver Island Refund / Cancellation Policy



We recognize that on occasion registrants will book an event and subsequently find that they are unable to attend. In these situations we ask that registrants notify us of their need to cancel as soon as possible. To request a cancellation or to make a change please email the Program Coordinator using the contact information provided in the registration form.

Similarly, PacificSport – Vancouver Island will on occasion find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

Registration Cancellation:

1. Full refunds are available if notification is received **more than 7 days prior** to the first day of the program.
2. 50% refunds are available less a 10% admin fee for cancellations **7 days or less prior** to the first day of the program. A credit for the non-refundable portion will be issued and can be used toward another event within one year.
3. No refunds will be given for cancellations **on the first day of the event or during the event**. However, a credit less a 10% cancellation fee will be issued to use towards another event within one year. If the cancellation occurs during the event, the credit will be pro-rated based on the cancellation date.
4. **All refunds do not** include the PayPal processing fee.

Cancellation of an event by PacificSport – Vancouver Island:

PacificSport – Vancouver Island is committed to offering high quality events that meet the needs of registrants. Occasionally circumstances will arise which result in the need to cancel an event. When this is the case PacificSport – Vancouver Island will take active and positive steps to inform you as soon as possible by phone and/or email. PacificSport – Vancouver Island reserves the right to modify or cancel any event if unforeseen circumstances arise but will do our utmost to avoid doing so.

Where PacificSport – Vancouver Island cancels an event that you have paid to attend, we will offer you a full refund (or a credit transfer for a future event). Full advice on refunds/credits will be provided at the time of cancellation.

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