

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, less a 10% admin fee,** are available for cancellation of registrations received **up to four weeks prior to the first day of the program.**
- 2. Partial refunds (50%)** are available for cancellation of registrations received **less than 4 weeks prior to the start of the program.**
- 3. No refund** will be given for cancellation of registrations **as of the first day of the program start, or during the program.**

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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