



## TOURNAMENT REFUND POLICY

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### Tournament Registration Fee Refund Policy

- If a team wishes to withdraw from a tournament, the following **Refund Schedule** will apply:
  - Withdraw 4 weeks or more prior to the tournament – Refund of full registration fee less \$20 non-refundable deposit
  - Withdraw 14-27 days prior to the tournament – Refund of ½ registration fee less \$20 non-refundable deposit
  - Withdraw 0-13 days prior to the tournament – No Refund
- Refunds for teams that must withdraw because of a **COVID-19 related issue** will be determined on a case-by-case basis.
  - Remedies may include a full refund, partial refund, credit toward another NCR tournament or no refund.
- In the unlikely event that NCR must **cancel a tournament** due to unforeseen circumstances, or the facility becomes unavailable and an acceptable replacement site cannot be secured, registered/paid teams will receive a refund based on the situation.
  - Remedies are at the discretion of NCR and may include a full refund, partial refund, credit toward another NCR tournament or no refund.
  - The refund amount may be determined by subtracting any unrecoverable tournament costs from tournament registration income first, then refunding the remainder of income on a proportional basis to any teams who have paid the tournament registration fee.
- For transparency and to follow accounting best practices, North Country Region cannot transfer the registration fee from a team that withdraws to another team registered in an NCR tournament. The dropped team will be refunded based on the schedule/information above; and a separate payment must be made for additional team registrations.
- Only USAV member clubs/teams can participate in NCR sanctioned tournaments. Should a non-USAV club/team register and pay for an NCR sanctioned tournament, a maximum of 50% of the tournament registration fee less a \$20 deposit will be refunded. If the registration/payment takes place within 13 days of the tournament, no refund will be provided.
- Please note - convenience fees cannot be refunded in any situation.