

Cancellation Policy

Clear, consistent terms for attendees, sponsors, and supporters.

Attendee-Initiated Cancellations

- 14 or more days before the event: A full refund will be issued to the original payment method, less a 5% administration fee to offset non-recoverable merchant charges.
- 7 to 13 days before the event: Attendees may choose a 50% refund or donate the registration fee to the club in support of ongoing trail work.
- Less than 7 days before the event, or a no-show: No refund will be issued. The ticket fee will be considered a donation toward ongoing trail work.
- All cancellation requests must be submitted by email to [cancellations@\[club\].ca](mailto:cancellations@[club].ca). The timestamp of the email determines refund eligibility.

Club-Initiated Cancellations

If the event is cancelled because of weather, safety concerns, low registration, force majeure, or another circumstance beyond the club's reasonable control, attendees may choose:

- a full refund;
- an automatic transfer to the rescheduled event date; or
- conversion of the registration fee to a charitable donation, with a tax receipt issued when eligible.
- Refunds will be processed within 10 business days of the official cancellation notice.
- The club reserves the right to pause or abandon an event after it has begun if conditions become unsafe, including lightning, wildfire, or a medical emergency. In these circumstances, the club will offer a prorated credit toward a future ride rather than a cash refund.

Fundraising & Sponsorship Considerations

- If an event is cancelled outright, sponsor fees are refundable on a pro-rata basis, considering benefits already delivered, such as digital promotions or printed signage.
- Sponsors who agree to maintain their support despite cancellation will receive substitute recognition, which may include social media promotion, newsletter features, or signage at the next event.
- Donations collected through pledge pages are non-refundable. Donors will be informed of this condition at the point of gift.

Communication Protocol

- Official cancellation notices will be sent by email and posted on the club website and social media channels.
- Each notice will include a detailed FAQ and a link to the refund request form to help minimize attendee uncertainty.

Acceptance

Payment of registration fees constitutes acceptance of this policy. A checkbox acknowledging these terms will appear on every online ticketing page and paper registration form.