



Ottawa River Canoe Club

Cancellation and Transfer Policy

For all camps, programs and memberships

- Registrations are considered final when full payment is made. All registrations are subject to the ORCC cancellation and transfer policy.
- Cancellation, withdrawal and transfer requests must be e-mailed to registrar@orcc.ca
- Cancellation, withdrawal and transfer requests due to injury or illness may require a medical certificate. Only a transfer or a credit to be used for a future ORCC registration will be issued, and if the program has already started a prorated credit will be calculated.
- All transfer requests received at least one week prior to the original start date will be honoured if there is room in the new date/time. A \$15 fee will be charged for transfer requests received with less than 7 days' notice or for any subsequent transfer requests received from the same person or family.
- ORCC retains the right to cancel any course or program due to low enrollment numbers, poor weather or for other reasons. Affected participants will be offered spaces in similar courses.
- Refunds are not granted for inclement weather.
- No refunds are issued if a participant is asked to leave a camp or program for behavioral reasons.

Cancellation and withdrawal policies:

Membership	ORCC memberships are non-refundable and non-transferable.
Recreation programs (SUP, rec canoe, rec kayak, kiddie canoe)	Program cancellations received: <ul style="list-style-type: none"> • 2 weeks prior to the start of the program will receive a full refund less a \$15 non-refundable administration fee • less than 2 weeks to the start of the program will be issued a credit only
Camps (Canoe Kids, Regatta Ready, Bundle)	Camp cancellations received: <ul style="list-style-type: none"> • 2 weeks prior to the start of the camp will receive a full refund less a \$50 non-refundable administration fee • less than 2 weeks to the start of the camp will be issued a credit only
Full summer training (dragon boat, P4L)	Program cancellations received: <ul style="list-style-type: none"> • up to 2 weeks into the program will receive a prorated refund less a \$50 non-refundable administration fee • after 2 weeks into the program will be issued a prorated credit
High performance / year round programs	Program cancellations will be issued a prorated refund calculated to one month from the receipt of the cancellation request and the withdrawal of the participant from the program.
Corporate dragon boat	Practice cancellation request received: <ul style="list-style-type: none"> • with 48 hour notice will not be charged for the practice • with 24 hour notice will be charged a \$25 administrative fee • with less than 24 hours' notice will be charged the full practice fee