



Covid-19

As you may have heard, all Canlan Ice Sports locations were voluntarily and temporarily closed on March 13, 2020 in an effort to assist our communities with social distancing and to adhere to government and health officials' recommendations.

We have received many questions on the status of our upcoming tournaments and as of now:
All tournaments are scheduled to run as planned.

In the coming weeks, we will have more updates for registered team. As we receive new information this stance may change.

We are committed to your safety and will not operate any tournaments if there is a threat to public safety.

Refund Policy

Any team deemed "not local" (booked a hotel) can request refunds/credits beginning 30 days before the tournament's start date.

Any local team can request refunds/credits 15 days before the tournament start date.

We will not be issuing either under ANY circumstances without exception before then.

We ask that if your tournament is over 30 days from the current date, that you refrain from contacting us for a status update as we allow this situation to play out. We will be in contact with all teams registered for tournaments once decisions are made.

Registration Process

This policy ensures equal opportunity for all potential participants. Treating all registrations on a first come, first serve basis we remove all subjectivity. Secondly, other teams should not be negatively affected by delinquent accounts not meeting payment deadlines (ie: schedule changes, withdrawn teams, forfeit games, etc.).

No teams are exempt from this - Regardless of prior arrangements, frequency of entries, etc.
Thank you for your cooperation

**Entry into tournament(s) is only reserved with non-refundable deposit or full payment (per entry).
Entry is not reserved by completing a registration form alone. No refunds will be provided.**

Teams that completed a registration form will not be placed in tournament schedule if:

- **Tournament fills up (sells out) prior to receiving deposit**
- **Final payment not received at least 3 weeks prior to tournament**
- **Tournament Staff's discretion (ie: There is not an appropriate division, etc.)**

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Payment Options

- Use Online Payment Portal – [Click Here](#) (Find your tournament, click make payment)
- Pay at a Canlan Ice Sports facility - Please give CCT a 'heads up' prior to payment so we can ensure you are in the system appropriately
- Send a cheque payable to Canlan Classic Tournaments to the address below:
989 Murray Ross Parkway
North York, Ontario
M3J 3M4
(Suitable payment option only if cheque **arrives with minimum 1 month in advance**):

Please note:

- Cheques will not be processed within a month of the tournament due to bank processing time.
- Cheques returned by the bank for any reason are subject to a \$25 fee.
- The payment terminals at Canlan facilities cannot process debit transactions for CCT payments.
- Teams that want to opt-in for additional insurance coverage can process this with the tournament registration fee
- A 'hold' of funds on the credit card that was submitted will be applied if tournament date passes.