

# Peace of Mind Policy x Canlan Classic Tournaments (Youth)

Last Revised: February 2022

Please note that this policy is subject to revision at the behest of Canlan Sports

## Overview

Canlan Sports™ is the leading owner, operator, and investor in the multi-sport recreation sector in North America. Our team is committed to creating sports communities that change lives for the better, including programming for participants of all ages and skill levels.

Before registering for one of our [Canlan Classic Youth Tournaments \(CCT\)](#), we understand that you may have some questions, which is why we've introduced our [Peace of Mind Policy](#) to ensure you have all the information you need prior to your next registration with us.

We look forward to welcoming you to our community. 🤝

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## How do payments work, and when are they due?

Payments for CCT Youth Tournaments are due in-full based on prescribed payment deadlines, including a [non-refundable deposit](#) and a [final payment](#). At this time, online payments through your [Dash account](#) are accepted through *Visa* or *MasterCard*.

- **Non-Refundable Deposit:** This is due at the time of online registration to secure your spot in a tournament.
- **Final Payment:** Final payments are due thirty (30) days prior to the start date of the tournament. *If there's still capacity for your team to register in a tournament with less than 30 days until the start date, the final payment will be due with the registration.*

Please note that a \$25.00 surcharge will be applied to any non-sufficient fund payments.

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## How can I ensure my team entry has been confirmed?

Entry into a tournament(s) is reserved for teams that have completed the online registration process as well as the payment of a non-refundable deposit. Your spot will unfortunately not be held otherwise, and you will also be required to complete your final payment in-line with the specified payment deadline.

### Teams will not be placed onto a tournament schedule if:

- There are no longer available spots in the tournament prior to the receipt of your team's online registration and non-refundable deposit
- Final payment from your team was not received by the specified deadline
- At the tournament staff's discretion (*e.g. the skill level of the team is not commensurate with the skill level of the other teams in the tournament*)

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## What happens if I need to cancel my registration?

We understand that plans can change, and we're pleased to provide you with options in the event of a cancellation that needs to be made after registration:

### More than 30 days prior to the first scheduled day of the Tournament:

- The non-refundable deposit will be converted to a credit, which can be applied towards a future CCT event. This portion of a payment is not eligible for a refund.
- Any monies paid in addition to the non-refundable deposit will automatically be converted into a credit and is eligible for a refund upon request.

### 30 days or less from the first scheduled day of the Tournament:

- Unfortunately, cancelled registrations made 30 days or less to the start of a tournament will not be eligible for a transfer of registration, credit, or refund.

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## What happens if Canlan Sports needs to cancel my Tournament?

**COVID-19 Induced Cancellation:** If your Canlan Classic Tournament is cancelled due to government-imposed COVID-19 restrictions, any monies paid will automatically be held as a credit and are eligible for a refund, upon request.

**Canlan Sports Initiated Cancellation:** If your Canlan Classic Tournament is cancelled at the discretion of Canlan Sports, you will have the choice of transferring your registration, maintaining a credit, or requesting a refund for any monies paid.

Please note that Canlan Sports reserves the right to change the division assignment, and team's schedule, if required. For more information, [please contact a member](#) of the Canlan Classic Tournament team prior to registration.

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## Who can I contact with additional questions?

[Please click here](#) to view frequently asked questions, e-mail a team member, or chat in real-time.