

## **The River Cup Refund Policy**

It is the intention of the River Cup to honor requests for valid refunds made for timely withdrawals and weather related cancellations.

**Withdraw First** - A refund request does NOT take the place of a timely withdrawal or cancellation from a tournament; you must withdraw first. Only a timely email to the Tournament Director no less than 7 days prior to tournament date will properly document a player's valid withdrawal from tournament play.

**Request Refund/Transfer Next** -Withdrawing from a tournament does not automatically cause a refund. A timely refund/transfer form must still be submitted by email within **14 days** of the scheduled event date.

Due to the administration of such a large number of events, ALL refund/transfer requests will be subject to a processing fee. Players requesting refunded entry fees will be subjected to a \$10 processing fee. Players must electronically submit The River Cup Refund Form to initiate a transfer or a refund to their account.

### **Refunds and Withdrawals**

Requests for withdrawals received no less than 7 days prior to the start of the event will be honored.

1. Withdrawal requests received less than 7 days prior to the start of the event will not be honored.
2. Not showing up for an event is a direct violation of our refund policy and will not be eligible for any refund, even if you registered late with a credit card.

NOTE: Withdrawing from a tournament does not automatically cause a refund. A timely refund form must still be submitted by email within 14 days of completion of the event.

### **Rainouts and Inclement Weather**

The River Cup will make every effort to play an event to its conclusion. We will continue play in wet weather unless lightning or severe weather is in the near forecast. In the event that participants need to evacuate the course, tournament officials and the host facility will sound an air horn. Once the air horn is blown you must discontinue all play. Wherever your ball lies, please mark it and we will make every effort to continue play. In the event a stipulated round is canceled due to inclement weather, the River Cup will make every effort to post a score for that particular day.

### **REFUND POLICY (WEATHER-RELATED)**

Should severe weather, frost, or other circumstances beyond the control of the River Cup or a host facility result in closure of the facility before or during a tournament; the following procedure will be used: The River Cup will honor a timely refund request form in the case that a contest cannot be

completed due to severe weather. This form must be submitted by the applicant since refunds are not automatically generated. The amount of the refund remitted shall be based on the associated costs of the administration of the event in question. The River Cup defines an 18-hole stipulated round as completed when the same (9) nine holes of golf have been completed by all participants in a particular age/gender division. Individuals representing the host facility and/or the River Cup have the authority to cancel or delay events due to weather conditions prior to the completion of (9) nine holes by all participants. The safety of our participants is our number one priority!

**NOTE:** The River Cup wishes to protect our competitors from any weather dangers but will often wait all day if necessary to complete competitions safely. If a player leaves a facility during a weather delay, and that player's division round is completed, no refund will be granted, regardless of player's circumstances.

### **Refund Policy Summary**

The River Cup believes that junior players should get the opportunity to compete under adverse weather conditions. It is an important and valuable aspect of golf competition. Therefore, the River Cup will play in the cold, rain, and wind!

1. If all players in an age group play at least nine holes, the round is considered complete and not eligible for a weather related refund.
2. If a player properly withdraws at least 7 days prior to the start of the event, they are eligible for a refund/transfer request.
3. Injury or illness does not affect the 7 day refund rule.
4. A \$10 refund administration processing fee will be assessed and deducted from all refunds.
5. All refunds will be issued with a check not a credit card chargeback, regardless of how you paid your initial registration fee.