

## REFUND AND TRANSFER POLICY 2024

### **MANDATORY HELMET REQUIREMENTS POLICY**

All riders must use helmets manufactured in the last three years between 2019 and 2024

Helmets will be periodically inspected and riders that fail to produce appropriate helmets will be disqualified from the event

**FULL FACE HELMETS ARE MANDATORY FOR ALL RIDERS.**

### **100% SATISFACTION GUARANTEE**

Not happy with one of our events!? Well feel not, if you are not 100% satisfied with the event, then we gladly give you your event registration fee back in full (less transaction/processing fees)! There is a catch though, in order to receive your money back, you must do the following:

- Notify one of the CEL official staff members before awards on the day of the event. *Notifying after the event does not suffice.*
- Email [info@canadianenduro.com](mailto:info@canadianenduro.com) before awards on the day of the event, with the subject line "I'm not satisfied". *CEL staff will help you with this.*
- The CEL will refund your entry within 24hrs (less transaction and processing fees).
- By enacting this clause, the racer will forfeit their time/results for the event, not be permitted food and beverage and must return any prizing/swag.

#### *100% Satisfaction Guarantee - The Fine Print*

*Not being satisfied can be defined as: you thought the food wasn't fit for a dirt-bag, mountain biker, the trails were horrible, the timing system didn't work at all, the volunteers didn't volunteer hard enough and the medic team didn't give you enough band aids etc.*

*Things like: waiting for a stage to reopen after injury, crashing on a stage, waiting for a beer, not being as fast as you'd hoped etc., do not qualify as reasons for not being satisfied.*

*The CEL reserves the right to determine the legitimacy of the claim and recommends riders not abuse this guarantee.*

### **90-60-30-10 DAY REFUND POLICY**

Refunds are offered to any registered, the following terms and conditions apply:

- **Refunds for the following events are not administered by the Canadian Enduro League:**
  - Whistler/Crankworx Canadian Open Enduro.
- Refunds only apply to the event registration. Processing fees, transaction fees, lift tickets etc., are exempt.
- Registered participants must request a refund by emailing [info@canadianenduro.com](mailto:info@canadianenduro.com), the email must come from the same email address of the registered participant. The email must specify the event, corresponding name of the registrant and clearly indicate that a refund is being requested. We recommend a subject line that says "REFUND REQUEST for Xxxxx Xxxxx".

## 90-60-30-10 Day Refund Policy

Events take a massive amount of planning, budgeting and purchasing of equipment/supplies, which can sometimes make it challenging for event organizers to offer refunds.

The CEL has a 90-60-30-10 Refund Policy, which means that 90 days before the event, you will receive a 90% refund of registration fee (less tax,

*\*All refunds are on the registration fee only and do not include tax, processing or transaction fees*

- 90 Days before an event = 90% Refund
- 60 Days before an event = 60% Refund
- 30 Days before an event = 30% Refund
- 10 Days before an event = 10% Refund
- 0-10 Days before an event = 0% Refund - this is because at this point the CEL has purchased insurance, timing equipment, food/bev, permits and other items for your event.

### ● Injury Refunds - Season Ending

Riders sustaining a season ending injury may apply for a 100% refund. The following terms and conditions apply:

- Riders must send a notice 10 days before the event, with a note from a qualified doctor.
  - Send an email with the subject line "Season Ending Injury Refund | [YOUR NAME]" to [info@canadianenduro.com](mailto:info@canadianenduro.com)
  - Include your doctor's note
- Refunds only apply to future events.
- The rider will be refunded for ALL their remaining events.
- If the rider recovers before the end of the season and wishes to participate in another event, they must purchase a new registration at the current pricing tier.
- All refunds are subject to event capacity.

### ● Injury Refunds - Short Term

- Riders sustaining an injury that prevents them from participating in any single event may apply for a refund following the '90-60-30-10' Day Refund Policy'.
- Alternatively, riders may transfer their entry to a future event in the same year. See our Transfer Policy.

### ● Injury Refunds - Injuries Sustained During a CEL owned event

- If a rider sustains an injury during a CEL owned event and cannot compete in subsequent CEL events, that rider will be issued a 100% refund for any subsequent events.
  - To receive this refund, the following terms and conditions apply:
    - Riders must send a notice 5 days after the event in which the injury was sustained, with a note from a qualified doctor stating they are unable to participate in future events.
    - Send an email with the subject line "Season Ending Injury Refund | [YOUR NAME]" to [info@canadianenduro.com](mailto:info@canadianenduro.com).
    - Include your doctor's note.
- If the rider recovers and can participate in a future event to which a refund was given, they will be required to complete a new registration and pay the appropriate registration fees.



## TRANSFER POLICY

Generally, transfers are not permitted, as this simply requires too much administration time/effort and back-end costs. A racer may transfer entry only in the following circumstances:

- A racer wishes to transfer from one event to another. A \$15.00 fee applies.
- A racer wishes to transfer their entry to another person. A \$30.00 fee applies. The CEL, will simply send the receiving party a coupon code for the event, plus \$30.00. It is the responsibility of the new registrant to pay the transfer fee and coordinate payment of the entry with the original registrant.
- Under no other circumstances are transfers permitted.
- You must submit any transfers a minimum 10 days in advance of any event.
- Transfers only apply to events within the same year.
- Any transfers or credits expire annually on October 31st.