



## Alkame Dragon Boat Services EVENT & FESTIVAL Refund Policy

### 1. Introduction

This policy was created in relation to all Alkame Festival Series events, including:

- Milton Dragon Boat Festival
- Pickering Dragon Boat Festival
- Port Perry Dragon Boat Festival
- Hamilton Waterfest Dragon Boat Festival
- Guelph Dragon Boat Festival and;
- Christie Lake Dragon Boat Festival.

This policy does not apply to third-party events or any other programs, courses or events produced or operated by **Alkame Dragon Boat Services**.

### 2. Purpose/Scope

The purpose of this policy is to ensure a fair and equitable return of funds to our clients, should COVID-19 or another *force majeure*, force a cancellation of a dragon boat festival, and will not be used for any other purposes related to a course, event or program provided through the organization. To view a detailed refund policy for all other purposes, please [click here](#).

### 3. Policy

In the event that a program or festival is cancelled by our organization; a governing body; a health organization; or a city or park official, due to COVID-19, **Alkame** will take the following actions regarding program or festival refunds:

### 3.1 New Clients

The term “New Clients” refers to a team and/or individual who registered and paid in full after November 1<sup>st</sup>, 2021, for an event taking place in 2022.

The following policy will apply:

- If the program or event is cancelled, or should the New Client withdraw from the event, **prior** to 30-days before the start of the program or event, **Alkame** will provide a full, 100% refund to the registrant or a full, 100% credit to a future service or festival provided by **Alkame Dragon Boat Services**.
- If the program or event is cancelled, or should the New Client withdraw from the event, **within** the 30-days leading up to an event, **Alkame** will provide a 75% refund or 100% credit to a future program or event.
- This policy does not apply to “Existing Clients” that are carrying over a credit from the 2019/2020/2021 seasons.

### 3.2 Existing Clients

The term “Existing Clients” refers to a team and/or individual who registered and paid for a 2022 event with a credit from the 2019/2020/2021 seasons.

The following policy will apply:

- If the program or event is cancelled, or should the Existing Client withdraw from the event, **prior** to the start of the program or event, **Alkame** will provide a 75% refund to the registrant or a 100% credit to a future service or festival provided by **Alkame Dragon Boat Services**.