



**Climbing Escalade Canada ("the CEC")
Refund Policy**

1. Purpose

1.1 The purpose of this policy is to explain the process and the situations for when Climbing Escalade Canada (CEC) will refund purchases.

1.2 This policy applies to all CEC operations.

2. Process

2.1 Processing Fees

Processing fees and applicable HST charged on all transactions through the 2M system are non-refundable.

2.2 License Fees

Athlete, Coach, Officials, and Para-Climbing Annual License Fees will be fully refunded if a refund request is received within 30 days of the date of purchase and the individual who the license was purchased for has not participated in a CEC event or program during that time. After 30 days from the date of purchase, no refunds will be provided.

2.3 Competition or Event Fee

Climbing Escalade Canada will use the following refund schedule:

- a. **Withdrawal before registration closes.** An individual that withdraws before registration closes for a competition or event will receive a full refund.
- b. **Withdrawal between registration and refund deadline.** The refund deadline is 72 hours before the scheduled start of the first round of the purchased event. An individual that withdraws between registration closing and the refund deadline will receive a 50% refund
 - i. In case of an injury, and pending a medical confirmation, a full refund can be provided up until the refund deadline.
- c. **Withdrawal after the refund deadline will receive no refund.**
- d. In all cases, a notice requesting a refund must be received by written within the above deadlines. No refunds will be provided without a written request.

2.4 Refunds for exceptional situations may be provided at the discretion of the CEC Executive Director.

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