

Cushendall Sailing & Boating Club:

Refund Policy

Introduction

This refund policy outlines the terms and conditions under which refunds will be provided for ticket sales related to events and courses organised by the Sailing Club. Our goal is to ensure a fair and transparent process for all members and participants who purchase tickets for events and courses.

1. Events

1.1. Cancellations by CSBC: If an event is cancelled by the CSBC due to unforeseen circumstances, such as extreme weather conditions or other factors beyond our control, participants will be eligible for a full refund of the ticket price.

1.2. Participant Cancellations: If a participant is unable to attend an event and wishes to request a refund, they must notify CSBC in writing (via email) at least 5 days prior to the event date. In such cases, the following refund policy will apply:

- Cancellations received 5 days or more before the event: Full refund of the ticket price.
- Cancellations received between 2 days and 5 days before the event: 50% refund of the ticket price.
- Cancellations received less than 2 days before the event: No refund will be provided.

1.3. Transfers: Participants may transfer their event ticket to another individual by notifying the CSBC in writing (via email) at least 2 days prior to the event date. No additional fee will be charged for transferring a ticket.

2. Courses

2.1. Cancellations by the CSBC: If a course is cancelled by the CSBC due to insufficient enrolment, instructor unavailability, or other factors beyond our control, participants will be eligible for a full refund of the course fee.

2.2. Participant Cancellations: If a participant is unable to attend a course and wishes to request a refund, they must notify the Sailing Club in writing (via email) at least 5 days prior to the course start date. In such cases, the following refund policy will apply:

- Cancellations received 5 days or more before the course start date: Full refund of the course fee.
- Cancellations received between 2 days and 5 days before the course start date: 50% refund of the course fee.
- Cancellations received less than 2 days before the course start date: No refund will be provided.

2.3. Transfers: Participants may transfer their course enrolment to another individual or to a future course offering by notifying the Sailing Club in writing (via email) at least 2 days prior to the course start date. No additional fee will be charged for transferring a course enrolment, but participants will be responsible for any difference in course fees.

3. Exceptions

In exceptional circumstances, such as illness, family emergencies, or other significant events, the Sailing Club may consider refund requests on a case-by-case basis. Participants seeking a refund under exceptional circumstances must submit a written request (via email) detailing the reasons for the refund request, along with any supporting documentation (e.g., medical certificates).

4. Refund Processing

All approved refunds will be processed within 10 business days of the refund request approval. Refunds will be issued using the original payment method.

5. Contact Information

For any questions, concerns, or refund requests, please contact the Sailing Club at:

Cushendall Sailing & Boating Club
Coast Rd.,
Cushendall
BALLYMENA
BT44 0QW

We appreciate your understanding and support of our refund policy and look forward to providing you with enjoyable and enriching experiences at our events and courses.