



General Event Registration Refund Policy

This policy applies to all events unless explicitly modified for a specific event. Membership fees are non-refundable.

Transfers & Substitutions:

Registration can be transferred to another person if requested in writing via email or post. For security reasons, all substitution or transfer requests must be submitted via email at least 24 hours prior to the event. Requests must include the name and contact email of both the original and replacement delegates.

Refunds:

Refunds are subject to an administrative fee of at least 10%, but not more than \$50, of the original fee paid. In addition to this administrative fee, any third-party processing fees incurred during payment may also be deducted from the refund amount. Refund eligibility is as follows:

- Cancellations made **four or more weeks before the event**: 100% of the registration fee, minus the administrative fee and any applicable third-party processing fees, will be refunded.
- Cancellations made **between four and two weeks before the event**: 50% of the registration fee, minus the administrative fee and any applicable third-party processing fees, will be refunded.
- **Cancellations within two weeks of the event**: No refund will be issued.

For payments made via electronic means that incur third-party processing fees, refunds, if approved under this policy, will be issued minus those processing fees in addition to the administrative fee.

Program Modifications:

Ontario Baseball Association reserves the right to modify the event program up to the day of the event. This may include changes to the program, venue, and/or speakers. Unfortunately, no refunds or credits can be issued due to such changes.

Change of Date:

In the event of an unavoidable date change, all delegates will be informed as soon as possible and offered the option to transfer their registration to the new date(s). If the new date is unacceptable, delegates may request a full refund.

Event Cancellation:

If Ontario Baseball Association cancels an event due to unforeseen circumstances, all delegates will be informed promptly and a full refund of the registration fee will be issued. However, Ontario Baseball Association is not responsible for covering any travel, hotel, or other costs incurred by delegates or their guests.



Inclement Weather:

In the event that inclement weather prevents a delegate/participant from attending, no refund will be issued.

Document Revision History:

Date	Name	Comments
08-Apr-18	Board of Management	Approved
21-May-26	Board of Directors	Approved