



MARKHAM PICKLEBALL CLUB

Program & Event Cancellation and Refund Policy

1. Scope

This policy applies to all MPC programs, clinics, events, and play programs requiring registration.

This policy is separate from the MPC Membership Terms, Cancellation & Refund Policy, which governs annual membership fees.

2. Participant-Initiated Cancellations

Registrants who cancel **more than 48 hours** before the scheduled start time are eligible for a full refund of the registration fee.

Registrants who cancel **within 48 hours** of the scheduled start time are not eligible for a refund.

3. Spot Transfers

Registrants who cancel within the 48-hour window may arrange for another participant to take their spot in lieu of a refund. The replacement participant must meet all eligibility requirements of the program (e.g., skill level, membership status, age group, or other applicable criteria).

MPC must be notified of any spot transfer prior to the session start by emailing info@markhampickleballclub.ca. Unannounced substitutions will not be accepted.

4. MPC-Initiated Cancellations

A full refund will be issued automatically if MPC cancels a session for any of the following reasons:

- Minimum participant threshold is not met
- Unsafe court conditions due to rain or wet weather
- Any other cancellation initiated by MPC

No action is required on your part — refunds will be processed automatically to the original payment method.

5. Refund Processing

Eligible refunds cover the registration fee only. Please note:

- MPC does not charge any administrative or processing fee
- Credit card transaction fees are collected by the payment processor, not MPC, and are non-refundable
- Refunds are returned to the original payment method used at registration

6. Cancellation Procedure

To request a refund or notify MPC of a spot transfer, contact us at info@markhampickleballclub.ca and include your full name, the program name, and the scheduled date.

Verbal requests, text messages, or social media messages will not be accepted as formal notice.

7. Policy Authority

MPC reserves the right to interpret, apply, and modify this policy at any time.