

## CANCELLATION AND REFUND POLICY

Patch Ski Club members who sign up for trip spaces and then cancel may deprive other members of the opportunity to participate. However, the Board of Directors realizes members may be forced to cancel due to unforeseen circumstances. Here are the rules.

It is your responsibility to notify the TC you are canceling. In the TC's absence, contact the TC Coordinator. The TC fills ALL cancelled spaces. Members cannot transfer or sell spaces to someone else.

Refunds are a matter of policy spelled out below. Neither the TC nor any other BOD or club member is authorized to guarantee a refund. Please do not press or berate your TC. Refunds are made after the trip has been completed and the TC has submitted the reconciliation package.

The PSC is a non-profit organization and costs incurred are always passed on to canceling members, regardless of the reason the member cancelled. The exception to policy provision (paragraph 3.c.) does not apply to costs incurred. Costs incurred are charges or penalties passed on to the club for cancellations. They include hotel, bus, or travel agency charges. For example, if you cancel your reservation shortly before the trip and the hotel is unable to fill (sell) the room, the hotel can charge you for the room.

The PSC assesses administrative charges for cancellations. This discourages frivolous sign-ups and delayed opportunities for wait-listed members to be elevated to the confirmed list.

a. All payments, regardless of costs incurred, will be refunded if:

1. The PSC BOD cancels the trip.
2. The PSC BOD makes a major change to the trip (e.g., changes trip dates or transportation mode).
3. A wait-listed member is not elevated to the confirmed list.

b. In addition to costs incurred, administrative fees will be assessed for cancellations as follows:

1. EUR 20 per space. Cancellation occurs before the published payoff date.
2. EUR 40 per space. Cancellation occurs after the published payoff date.

c. Exception to policy for administrative charges

Members may petition the BOD via their TC for waiver of administrative charges under extenuating circumstances, e.g., emergency leave, TDY, medical condition.

1. This provision applies only to administrative charges. Costs incurred remain the member's responsibility.
2. The member must submit a written request to the TC for an exception to policy for him/herself and any family members within 30 days of the trip departure date. The request must be accompanied with supporting documentation, e.g., emergency leave orders, TDY orders, medical documentation.
3. Each request for an exception to policy is unique and the BOD acts on each case on its merits.

The TC will contact wait-listed members when they are elevated to the confirmed list. Once contacted, wait-listed members elevated to the confirmed list are immediately responsible for any unpaid balance and the cancellation policy, fees and charges enumerated above apply.