

# Policy

## Refund/Deferral/Transfer Policy for the Annual Nova Scotia Marathon

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### Scope

This policy applies to all persons registered for the Annual Nova Scotia Marathon and any sub events. This policy covers refunds, deferrals, and transfers of registration.

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### Policy Statement

This policy has been developed to ensure consistency when decisions regarding refunds, deferrals, and transfer requests are made by the Recreation Department. It also provides clear directions for registrants regarding the procedure for requesting refunds, deferrals, and transfers.

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### Reason for the Policy

This policy is to clarify the procedure for refunds, deferrals, and transfers of registration and to ensure consistency.

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### Definitions

#### **Registrant**

A person who is registered for the Annual Nova Scotia Marathon in any of the distances

#### **Refund**

A refund is return of the registration amount or partial amount to the registrant.

#### **Deferral**

A deferral is when a registrant moves their registration to the following year's event.

#### **Transfer**

A Transfer is changing distance or allowing another person to use the registration.

#### **The Event**

"The event" refers to the Annual Nova Scotia Marathon and any sub events

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### Policy Sections

The sections of this policy are: Refunds, Deferrals, and Transfers.

### **70.1 Refunds**

Requests for refunds may be made in writing to the Recreation Director or the Physical Activity Coordinator.

Date that registration opens - March 31: You may receive an 80% refund of the cost of the event you registered for.

April 1 – June 30: You may receive a 50% refund of the cost of the event you registered for

July 1 – Race Day: No refunds will be given.

#### **Online Registration ([www.raceroster.com](http://www.raceroster.com))**

Registrants will not be refunded for the administration fee charged by Race Roster.

Money will be refunded to the credit card the registrant used during registration.

#### **Over the Phone/ In Person / By Mail Registration**

If a registrant has paid by cash or cheque a cheque will be mailed to them from the Municipal Office reimbursing them for their registration amount.

No refunds will be issued for registrants who did not attend the event on race day

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### **70.2 Deferrals**

We do not allow deferrals.

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### **70.3 Transfers**

#### **To a Different Distance Event (e.g. switching from the Marathon to the Half Marathon)**

Transfers to a different distance in the same year will be allowed up until ten (10) calendar days prior to the event without penalty, the registrant distance will either be charged or refunded the difference in their registration amount.

Request for transfers may be made in writing to the Recreation Director or the Physical Activity Coordinator.

#### **After the 10 Day Deadline**

Requests for transfers to a shorter distance event in the same year may be made after the ten (10) day deadline up until the Friday before race day. No refund will be given in this case.

Requests for transfers to a longer distance event in the same year may be made after the 10 day deadline up until the Friday before race day. Registrants will be charged a ten dollar (\$10.00) administration fee in addition to the difference in the registration fee.

#### **To a Different Person**

Requests to transfer your registration to another person can be made in writing or by phone up until ten (10) calendar days prior to the event.

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## Contacts

Contact	Email	Phone
Race Director	<a href="mailto:akenney@barringtonmunicipality.com">akenney@barringtonmunicipality.com</a>	902-637-2903
Race Coordinator	<a href="mailto:sgoreham@barringtonmunicipality.com">sgoreham@barringtonmunicipality.com</a>	902-637-2903

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## Revision History

June 23, 2016 – Initial draft of the policy

Jan 11, 2018 – Update of policy

Jan 17, 2018 - Edited

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The official version of this information will only be maintained in an on-line web format. Any and all printed copies of this material are dated as of the print date. Please make certain to review the material on-line prior to placing reliance on a dated printed version.

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