

Refund Policy

In the event of an unavoidable site cancellation, the club will take all reasonable steps to secure an alternate venue within a maximum of 60 mins travel time (in good traffic) of the original venue. An alternate venue will be notified no less than 72 hours before the event date. This will be considered as a suitable alternative race and as such the race will be considered as delivered.

Should the event be cancelled and no alternative venue secured, our policy is that we refund all entries less any unavoidable cost. Over the last 4 years, including over the period of the pandemic, the Club covered the elements of losses e.g deposits on skips and toilets from our reserves, and were therefore able to refund the full amounts. We have been fortunate in that all venues have refunded our costs but would note that this is why it has to be a venue's decision that the event is cancelled, not a Club decision. Unlike many organisations we do not levy an admin charge when we process refunds.

Club commercial status and implications

Canicross is not a sport recognised by any official sporting body (we understand the BSSF, as the national representatives for the sport are working on this) but this means as a Club we cannot register as a Community Interest Group or Charity, which means we cannot access any types of business banking. This means limitations are applied to our PayPal Club account which result in a limit on the number of transactions which can be processed daily, and results in a "hold" by PayPal of 7-14 days for the processing of E-Cheques. We would note that this is not dissimilar to large companies such as Amazon where refunds usually take 7 days to process.