

NFHCA Winter Escape Showcase Refund Policies

A \$300.00 deposit is required, considered non-refundable and non-transferrable, except in COVID-related instances.

All balances DUE for the NFHCA Winter Escape Showcase will be processed on December 31, 2020.

COVID-19 Refund/Credit Policy

If the showcase is canceled due to federal, or Florida state or local mandates related to COVID-19, teams can elect one of the following two options. The option selected must be submitted in writing within 7 days from the cancellation:

Option 1:

A refund of fees paid **MINUS a \$100.00** processing/administrative charge.

Option 2:

A credit for all fees paid plus an additional \$200 credit applied towards the 2022 Winter Escape Showcase.

*Additional Credits not fully used in 2022 will be refunded 30 days after the conclusion of the 2022 event.

Note: COVID-related refunds or credits will be processed 30 days after the announcement of the event cancellation.

If a team withdraws from the event based on documented COVID-19 circumstances, the team can elect either of the two options listed above. To be eligible for a COVID-19 Refund/Credit, a team withdrawal must occur within 14 days of the start of the event. If withdrawal for documented COVID-19 circumstances occurs *less than 14 days* before the event, tournament fees will be refunded less the \$300 deposit. Any credits/refunds for a team withdrawal will be processed 30 days after the completion of the event.

Standard Refund Policy

Any other non-COVID-related withdrawals or cancellations will continue to follow the established Standard Refund Policy. Any refunds under this policy will be processed 30 days the showcase has been completed.

- 1) All requests for cancellation/refund must be made in writing with a digital timestamp, sent to fieldhockey@threestep.com
- 2) Upon registering, clubs reserve their spot with a **\$300.00 NON-REFUNDABLE DEPOSIT/NON-TRANSFERRABLE**. This deposit is non-refundable for **ANY** reason, including any "Act of God."
- 3) Fees paid, **EXCLUDING the \$300.00 NON-REFUNDABLE/NON-TRANSFERABLE DEPOSIT**, will be refunded if notice of cancellation is received 21 days prior to the start the showcase.
- 4) **NO REFUNDS** will be issued if cancellation is made less than 21 days prior to the start of the showcase, even if there is a waitlist of teams and/or a replacement team is found.
- 5) This policy includes injury, illness, family commitments, late arrivals or early departures & expulsion from the showcase.
- 6) The only exception to this Standard Refund Policy for the 2021 Winter Escape is the COVID- 19 Refund/Credit Policy (see above).

Disclaimer

The NFHCA Winter Escape Showcase, the NFHCA, 3 Step organization or any staff affiliated with the event will not be responsible for any expenses incurred by any individual, team, club or organization if the showcase is canceled in whole or in part or if the team chooses to withdraw from the event.

The NFHCA and 3 Step reserve the right to interpret and apply all tournament policies, including this refund policy.

Rescheduled Events

Should NFHCA Winter Escape Showcase need to reschedule the event, registrations will be maintained and the Standard Refund Policy will be adhered to relative to the NEW date being offered.