



Refund and Cancellation Policies

Refund Policy

Once a registration has been completed, full refunds are available only if requested in writing via email to: treasurer@ncsquash.com and received at least 48 hours prior to that registration's first scheduled activity. Refunds are not available after the season has begun.

When you register, you are reserving one of a limited number of spots available for participants in the program. A player's commitment to participate is critical to the experience of everyone who registers for that particular activity. In addition, New Canaan Squash incurs certain non-discretionary costs in connection with our programming including, but not limited to, insurance, venue, coaching, website, processing, regulatory and administrative fees that are unavoidable and non-refundable. The combination of these and other factors has resulted in the adoption of this policy.

While New Canaan Squash recognizes the impact on our community and the world at large of certain public health conditions, regrettably, we are unable to waive our Refund Policy in connection with those individuals who may be unable to or prohibited from participating in any program activities due to voluntary or involuntary quarantine or other related restrictions or circumstances beyond your or our control.

Cancellation Policy

New Canaan Squash reserves the right to cancel practice sessions, matches, tournaments and/or any other events or activities due to public health and/or safety concerns, including inclement weather. In addition, if for any reason New Canaan Public Schools announce any scheduled or unscheduled closures or the cancellation of classes due to early dismissal, our programming activities will be cancelled as well. Activities cancelled due to events beyond our control cannot be refunded. Although we will endeavor to reschedule such activities, there can be no assurance that such programming can be rescheduled in a timely manner or within the time constraints of a particular season.

Given the uncertainties associated with certain public health and safety emergencies, there exists the risk that our programming may be adversely impacted beyond our control by federal, state, local or other mandates that may require the interruption, postponement or cancellation of any and all squash activities before or after the start of any scheduled programming. Although New Canaan Squash will endeavor to provide refunds for cancelled programming in this instance, there can be no assurance that such refunds, if any, will cover the full or pro-rated cost of registration(s). As referenced above under our **Refund Policy**, New Canaan Squash incurs certain non-discretionary expenses in connection with our programming including, but not limited to, insurance, venue, coaching, website, processing, regulatory and administrative fees that are non-refundable. See also *Certain Public Health Emergencies: Assumption of Risk and Waiver of Liability* reflected within the "Program Participation Agreement, Waiver and Release."

RegSaver™

Beginning with our 2023-2024 season, our website partner, SportsEngine, Inc., is offering families the opportunity to insure registration fees paid to participate in our programming through "RegSaver™", an AIG-backed policy administered by Next Wave Insurance Services. In the case of injury, illness or other general perils that may prevent a player from participating in program activities, families can file a claim in order to seek reimbursement of registration fees paid. This optional feature is available during the registration process on our website. For more information, including the cost of purchasing such insurance, please visit <https://registrationsaver.com/se/>.

By completing your registration, you are agreeing to the New Canaan Squash, Inc. Refund and Cancellation Policies.