

## **RoboMed Refund Policies**

We understand that sometimes unexpected circumstances arise, and cancellations are necessary. While we aim to be as flexible as possible, please be aware that certain event-related expenses are non-refundable once committed. While we strive to refund as much of the registration fee as possible, we must retain a portion to cover non-refundable expenses incurred by the organization; deposits for excursions, t-shirts, medals, etc. The following cancellation and refund guidelines apply to all registrations for RoboMed.

### **1. Cancellation of Student, Team or Coach**

If you need to cancel one or more student, coach and/or team registrations for RoboMed, please notify Jeremy Schwartz via email as soon as possible. Cancellations made close to the event can be challenging, as we have already made commitments to vendors, suppliers, and event-related expenses. Our refund policy is structured as follows:

Up to 60 days before the event: Full refund of the coach, team, and/or student registration fee, minus a processing fee of 6% to cover administrative costs. Between 15 and 59 days before the event: 50% refund of the coach, team, and/or student registration fee, as we are still liable for deposits and pre-event expenses.

14 days or less before the event: No refund available, as most event-related costs (excursions, materials, t-shirts, medals, etc.) have already been incurred and are non-refundable.

### **2. Cancellation by Event Organizers**

In the unlikely event that RoboMed is canceled due to unforeseen circumstances (e.g., weather, health & safety concerns, etc.), schools will receive a refund of all registration fees minus a processing fee of 6% to cover administrative costs. Refunds will be processed within 30 business days after the cancellation notice is issued.

If RoboMed is canceled due to unforeseen circumstances between 0 and 59 days prior to the event, certain event-related costs which are non-refundable to the organization, such as deposits for excursions, travel arrangements, t-shirts, medals, etc. may possibly result in an additional amount being retained from each registration fee before refunds are issued. While we will strive to refund as much of the registration fee as possible, please understand that these up-front payments and costs are necessary to ensure the smooth running of the event.

### **3. Transfer of Registration**

If you are unable to attend, you may transfer your registration to another student (if applicable) by submitting the new participant's details to Jeremy Schwartz at least 14 days before the event. Please note that the new participant must meet all event requirements. Team names can not be changed less than 30 days from the event date.

### **4. Special Circumstances**

We understand that life happens, and in exceptional cases, we will consider special accommodations. If you believe your situation warrants an exception, please reach out to Jeremy Schwartz with relevant details, and we will do our best to assist you.