



COGS Tour Refund/Transfer Policy

The COGS Tour Program is a non-profit volunteer activity which offers the highest quality tours at the lowest possible price. Arranging these tours requires making financial commitments well before any tour begins, and late withdrawals from tours can cause significant losses to the club. Therefore full payment will be required no later than 60 days prior to the tour start. A non-refundable deposit is required at the time of registration.

Refund and Cancellation requests must be made in writing and directed to the Registrar. Email is acceptable.

If you need to cancel here is what you can expect:

- If you cancel more than ninety (90) days prior to the start of a tour, you will receive a full refund less a \$25 handling fee. This includes your deposit.
- If you cancel ninety (90) to thirty (30) days prior to the start of the tour and **if there is someone on the Wait List** who can replace you, you will receive a full refund less a \$25 handling fee. This includes your deposit. If there isn't anyone on the Wait List and you can find your own replacement, the same policy applies. If you are unable to find a replacement your **deposit is forfeit**.
- For any cancellation made within twenty-nine (29) days of the start of the tour, the entire **tour fee is forfeit** unless there is someone on the Wait List or you are able to find someone to sell your registration to. Again the \$25 handling fee would apply. *[In cases of serious injury to the cyclist or family emergencies, refunds may be made if there are funds left over at the end of the tour, at the discretion of the tour leaders.]*
- If COGS has to cancel the tour for any reason you will receive a full refund of all tour payments made.