

Pickleball of Waterloo Wellington Region (POWWR)

POWWR Event Cancellation and Refund Policy

MISSION

Pickleball of Waterloo and Wellington Region (POWWR) is committed to promoting, developing, and growing the sport of pickleball in a safe and welcoming environment.

VISION

Pickleball of Waterloo Wellington Region aims to facilitate the sport of Pickleball in Waterloo Region and Wellington County for the enjoyment of all.

VALUES

- Be a positive and supportive pickleball ambassador
- Embody an inclusive culture
- Foster wellness (physical, mental, social)
- Partner with other non-profit organizations to facilitate accessibility to pickleball
- Give back to the community

All members are entitled to a refund for a cancelled class if circumstances are outside POWWR's control (e.g. inclement weather, cancellation of venue).

If the program has not commenced and a member withdraws from a program, a member may be entitled to a refund subject to a valid reason (e.g. medical reasons, injury) and approved by the Events Committee. An administration fee of \$10 will be deducted from the amount refunded.

If the program has started and a member withdraws from a program, a refund will only be issued to a member if the reason for withdrawal is approved by the Events Committee in consultation with the Lead Coach for the program (if applicable). The refund may be pro-rated based on the number of weeks remaining in the program. An administration fee of \$10 will be deducted from the amount refunded.

Original December 30, 2023

Revised January 24, 2024