

VASC Trip Cancellation Policy

1. Notice to cancel may be made in person, by phone including voicemail, by email or by regular mail to the Trip Coordinator or Treasurer. If notice to cancel is given verbally (by phone or in person) it must be confirmed in writing or e-mail. The individual giving notice to cancel should request acknowledgement that the notice has been received and understood. A cancellation form is available on the club website. The terms "Notice to Cancel" and "Refund Request" mean the same thing.
2. A \$10 cancellation fee shall be charged where a refund is awarded.
3. A full refund shall be paid when the notice of cancellation is received 2 or more weeks before the early bird date.
4. A full refund shall be paid when after the cancellation, the trip is full again based on the original number of spots upon which the trip was costed. For example, if the trip was costed on 20 spots when the trip first went on sale, as long as after the cancellation there are 20 people going on the trip, a refund will be paid.
5. A member may sell their spot on the trip to another person when after receiving the notice to cancel the trip coordinator informs the member who is cancelling that there is no waitlist for the trip. The member who is cancelling must inform the trip coordinator of any such sale. The person who buys the trip must be a member of the club prior to the trip departure as per the club bylaws. This is a private transaction between the member who is canceling the trip and the person who is buying their spot on the trip, and the trip may be sold for any price.
6. A refund may also be paid out, at any time, at the discretion of the Board or Directors in the case of special circumstances such as a major illness or injury, or a death in the immediate family. Any such refunds require a motion be made and carried by the Board of Directors.
7. Refunds will only be paid out prior to a trip departure in those cases identified in paragraphs 3, 4 and 6 above. All other refunds will be subject to review after the trip completes.
8. After a trip is completed, if there are outstanding notices to cancel, they will be reviewed after all ski trips are completed for the year, and refunds may be paid, at the discretion of the Board of Directors. Any such refunds require a motion be made and carried at a meeting of the Board of Directors.

9. Any member who has submitted a notice to cancel or refund request and who has not received a refund may appeal to the Board of Directors to review the refused refund request. The Board of Directors, at their discretion, may review any such refund request. Any refund paid requires a motion be made and carried at a meeting of the Board of Directors.
10. Any member whose notice to cancel or refund request appeal was refused by the Board of Directors may make a motion at the next Annual General Meeting to have their refund paid. Any such motion must be made by a Notice of Motion, delivered to the President, Treasurer and/or the Executive as a whole, 14 days prior to the scheduled Annual General Meeting.