

# Refund and Withdrawal Policy

If a player needs to withdraw/cancel a registration they should:

**Log into your Golf Genius account:**

**Cancel Golf Genius Registration and request a refund using your Golf Genius/Prep Tour member ID#.** This option is only available until **6 days before the start of the event**. Players are no longer eligible for refunds inside a 6 day time period.

1. All refunds will be processed electronically as a credit back to the original form of payment and are subject to a **\$15** processing fee.
2. Transfers or member credits will no longer be allowed. Players simply register/pay for any new event they wish to play.
3. Refunds may take up to 7 days to appear as a credit against your original form of payment.

**Withdrawing BEFORE event registration closes:**

The player may cancel out of an event through Golf Genius and may receive a refund.

**Withdrawing AFTER event registration has closed:**

There will be NO REFUNDS for Withdraws after registration has closed.

To avoid a No Show Penalty, The Prep Tour must be notified via text or email, before the event begins that the player will be absent from.

## Rainouts and Inclement Weather

The Prep Tour believes that junior players should get the opportunity to compete under adverse weather conditions. It is an important and valuable aspect of golf competition. Therefore, the Prep Tour will play in the cold, rain, and wind!

The Prep Tour will make every effort to play an event to its conclusion. We will play through cold, wet and windy weather unless lightning or severe weather is in the near forecast. In the event that participants need to evacuate the course, tournament officials and the host facility will sound an air horn. Once the air horn is blown you must **discontinue** all play. Additionally, a message will be sent through Golf Genius to the player's cell phone.

Wherever your ball lies, please mark it and we will make every effort to resume play. In the event a stipulated round is canceled/shortened due to inclement weather, the Tour will make every effort to post a score for that particular day. 9 hole increments will be used for shortened rounds. An entire age division must have completed the same 9 holes for the score to be official

for that day; otherwise no official scores will be posted for that age division.

All weather cancellations or delays will be communicated via email & text updates through Golf Genius.

## **Refund Policy (Weather-related)**

Should severe weather, frost, or other circumstances beyond the control of The Prep Tour or the host facility result in closure of the facility before or during a tournament; the following procedure will be used:

The Tour will automatically issue refunds to eligible participants for contests that cannot be completed due to severe weather or venue closure. The amount of the refund remitted shall be based on the associated costs of the administration of the canceled/shortened event. The Tour defines an 18-hole stipulated round as completed when the same (9) nine holes of golf have been completed by all participants in a particular age/gender division. Individuals representing the host facility and/or the Tour have the authority to cancel or delay events due to weather conditions prior to the completion of (9) nine holes by all participants.

**The safety of our participants is our number one priority!**

NOTE: The Prep Tour wishes to protect our competitors from any weather dangers, but will wait all day if necessary to safely complete competitions. **If a player leaves a facility during a weather delay, and that player's division round is completed, no refund will be granted.**

### **Refund Policy Summary**

1. Players may cancel their registrations through Golf Genius up to 6 days prior to the start of the event to be eligible to receive a refund.
2. Injury or illness does not affect the 6 day refund rule.
3. A **\$15** refund processing fee (per event) will be assessed and deducted from all refunds.
4. All refunds will be issued electronically.
5. If all players in an age group play at least nine holes, the round is considered complete and not eligible for a weather related refund.
6. Account credits or transferring of submitted funds is not an option.
7. There will be NO REFUNDS for Withdrawals after registration has closed.