

# The 2020 Prep Tour Refund Policy – Withdraw First, Submit Refund Form Next

It is the intention of the Prep Tour to honor requests for **valid** refunds made for **timely** withdrawals and weather related cancellations.

1. **Withdraw First** - A refund request does NOT take the place of a timely withdrawal or cancellation from a tournament; you must **withdraw** first. Only a timely phone call, text or email **no less than 7 days prior** to tournament date will properly document a player's valid withdrawal from tournament play.
2. **Request Refund** -Withdrawing from a tournament does not automatically cause a refund. A timely **Refund** must still be submitted online within **14** days of the conclusion of the event.
3. All refunds will be processed electronically in 2020 and are subject to a \$10 processing fee. **Transferring submitted funds is not an option.**
4. Request for Refunds **EXPIRE 14 days from** the completion of each event. Therefore, no credits are carried from one season to the next.

Refund Form link: <http://www.preptour.com/policies.html>

Due to the administration of such a large number of events, **ALL** refund requests will be subject to a processing fee. Players requesting refunded entry fees will be charged a \$10 processing fee. **Players must electronically submit The Prep Tour Refund Form to initiate a refund to their account.**

## Refunds and Withdrawals

**Requests for withdrawals received no less than 7 days prior to the start of the event will be honored.**

- Withdrawal requests received **less than 7 days** prior to the start of the event will **not** be honored.
- Not showing up for an event is a direct violation of our refund policy and will not be eligible for any refund.
- Injury or illness does not affect the 7 day refund rule.

NOTE: Withdrawing from a tournament does not automatically cause a refund. A timely refund form must still be submitted by email within 14 days of the conclusion of the event.

## **Rainouts and Inclement Weather**

The Prep Tour will make **every effort** to play an event to its conclusion. We will continue play in wet 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.

Wherever your ball lies, please mark it and we will make every effort to continue play.

In the event a stipulated round is canceled 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 post for that day; otherwise no scores will be posted for that age division.

### **REFUND POLICY (WEATHER-RELATED)**

Should severe weather, frost, or other circumstances beyond the control of the 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 honor a timely **refund request form** in the case that a contest cannot be completed due to severe weather. This form must be submitted by the applicant since refunds are not automatically generated by the Tour. The amount of the refund remitted shall be based on the associated costs of the administration of the event in question.

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 often 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, regardless of player's circumstances.

## **Refund Policy Summary**

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!

1. 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.
2. If a player properly withdraws at least 7 days prior to the start of the event, they are eligible for a refund request.
3. Injury or illness does not affect the 7 day refund rule.
4. A \$10 refund administration processing fee (per event) will be assessed and deducted from all refunds/transfers.
5. All refunds will be issued electronically.
6. Transferring submitted funds is not an option.