

## Olympic Oval Long Track Competition Registration and Refund Policy

The purpose of the Olympic Oval Long Track Competition Registration and Refund Policy is to provide a transparent document that governs the registration process, deadlines, additions, changes, and refunds.

### Competition Registration Process

- Registration opens on the Olympic Oval website 8 weeks prior to the competition
- Registration closes 2 weeks prior to the competition on Thursday at 11:59pm MT
- Late Entry Registration opens as soon as the original registration closes, up until 3 days prior to the competition

### Competition Refunds

Contact the Olympic Oval front desk to request a refund at oval@ucalgary.ca or 403-220-7954. After the **Registration Period**, refunds will only be considered by the Competitions Department due to illness, injury, or extenuating circumstances.

### Registration Period (8 weeks – 2 weeks prior to competition 11:59pm MT)

Customer can add a distance, change a distance, and receive a full refund by contacting the Olympic Oval front desk.

- ADD a distance for a normal registration fee
- CHANGE distances for free
- REFUNDS approval not required, contact the Olympic Oval front desk

### Late Registration Period (2 weeks – 3 days prior to competition 11:59pm MT)

Customer can edit their registration, with some restrictions, by contacting the Olympic Oval front desk.

- ADD a distance for a **double fee**
- CHANGE distances for free
- REFUNDS approval required, contact the Olympic Oval front desk

### Competition Period (2 days before and inclusive of the competition)

All changes must be requested through the Olympic Oval front desk. Approval will be required through the Competitions Department. Additions and changes are not guaranteed.

- ADD a distance for a **double fee**.
- CHANGE a distance for a **double fee**.
- REFUNDS approval required, contact the Olympic Oval front desk
- SCRATCHES must be submitted up to 1 hour prior to the start of the race through the Smartsheet Scratch/Withdraw Form in the Sportity App.

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