

Registration and Refund Policy
Version 4.1 / Last Amended 07/21/2026

I. NAIGC Hosted Events

A. Registration and Change Deadlines

- a. Regular and Late Registration Deadlines and Change Deadlines will be set before registration opens for the NAIGC Hosted Event.
- b. The Change Deadline will be shown on the event registration page on ScoreFlippers as the “Last Date to Edit Entries”.
- c. There will be a 48 hour grace period to allow NAIGC staff to assist with any late registrations that they deem justified.
- d. After the 48 hour window, no late registration requests will be accepted, regardless of reason.

B. Event Registration Refunds

- a. Refunds will only be issued if there are extenuating circumstances such as unavoidable travel issues, sickness, injury, bereavement, or similar catastrophic life events. Members must provide details of their circumstance when requesting refunds. Members who provide a dishonest reason may face consequences up to and including membership suspension or fines.
- b. Before the “Last Date to Edit Entries”: Fees paid for any NAIGC Hosted Event (which does not include membership fees) are eligible for a full refund at the request of the original purchaser before this date.
- c. After the “Last Date to Edit Entries” and before one week after the completion of the event: 75% of fees will be refunded. Refunded athletes will still receive check-in materials (badge, t-shirt, etc.) if they (or someone they appoint) are present. Items that are not picked up during the event are forfeited and will not be shipped.

C. Other Refunds

- a. Spectator admission fees are not refundable.
- b. Hotels booked through NAIGC hotel blocks are subject to a cancellation fee, in addition to any relevant fees from the hotel itself, when canceled more than 24 hours after booking. Exceptions will be granted by the volunteer responsible for the event for extenuating circumstances such as sickness, injury, bereavement, or similar catastrophic life event.
- c. Add-on items such as merchandise and banquet tickets each have individual order deadlines which will be published on the event website. Before such deadlines, all requests will be honored by refunding 100% of the cost. After each add-on's order deadline, no refunds will be given.

D. Refund Logistics

- a. All refunds will be processed no later than 7 days after the refund deadline of each event.
- b. All refunds will be issued to the original form of payment where possible, otherwise, refunds will be issued via PayPal. No refunds will be issued via check.
- c. If there is no response to inquiries sent to the contact email provided within 7 days, a refund WILL NOT be issued.
- d. Merchant fees are non-refundable.

II. Other Sanctioned Events

- A. NAIGC will not provide any refunds for sanctioned events.
- B. Event hosts can choose their refund policy and handle refunds as they see fit.

III. Membership Fees

- A. Yearly NAIGC membership fees (individual memberships, coach memberships, and club memberships) are non-refundable and non-transferrable, except in the case of a purchasing error if reported within 48 hours.

IV. Merchandise

- A. Any merchandise purchased in-person at an event can be returned at the same event where it was purchased and will be fully refunded as long as the merchandise is unused and undamaged.
- B. Any NAIGC-branded merchandise purchased online through a non-NAIGC vendor will be refunded according to the Refund Policy of the online vendor.

V. Amendments

- A. This document may be amended by the Operations Leadership Team with the approval of the NAIGC Board.