



WATER WORLD SWIM, LLC

REFUND AND ROLLOVER POLICIES

ENTRY FEES ARE **NON-REFUNDABLE**. NO EXCEPTIONS.

SUBSTITUTIONS

Under no circumstances may you sell, trade or allow someone else to take your entry. Such substitutions jeopardize our insurance and our ability to secure the permits necessary to produce future events.

ROLLOVER CREDITS

If you cannot participate in an event for which you have registered, you may be eligible to receive a partial Rollover Credit, which may be applied towards any future Water World Swim event. Rollover Credits may be applied toward any Water World Swim(s) at any time – These rollovers expire 10 days after they have been offered to the participant or 10 days after the registration for that event has been posted and open for registrants.

To retain a Rollover Credit, you must notify us of your intention to pull out of a race no later than 30 days prior to the event date.

If within the 30 days leading up to the event a medical reason, military deployment or death in the family will prevent your participation, you must notify us in writing and attach documentation (i.e. doctor's note, deployment notice) to support your claim. In these three cases, you will be eligible for 100% transfer of credit. We must be in receipt of your written notice at least 72 hours before the published race start time. All requests for Rollover Credits for any reason besides medical, military deployment or death within 30 days of race day will be denied.

No credits will be issued within the last 72 hours prior to swim or event day. A Rollover Fee will apply for all Rollover Credits (for events only, not valid for weekly swim fees or training sessions).

ROLLOVER FEES

65% of the original entry fee paid will be retained by Water World Swim, LLC. Therefore, **35% of the original entry fee paid will be credited to you.** This credit is valid until the end of the year in which the event takes place and can be used towards any applicable event for which registration costs over \$100.

If the entry fee is under \$100 (regular Alcatraz Clinics, Swim With Pedro) or is for a Monthly Alcatraz, the credit is transferable to another session of the same event on a different date.

YOU AGREE TO THESE TERMS AND CONDITIONS WHEN YOU REGISTER FOR ANY WATER WORLD SWIM EVENT.

WATERWORLDSWIM.COM

145 TOWN CENTER STE. 495 | CORTE MADERA, CA 95925

INFO@WATERWORLDSWIM.COM | FAX 415-236-6185 | TEL 415-617-5209