

Cancellation and modification policy

Policy about transferring registration.

No transfer is permitted.

Cancellation Policy

It is possible to be partially reimburse if you cancel 35 days before the event. All requests must be sent to doubledefi@pointedespieds.com. There will be no administration fees in case of cancellation. Please note that in the event of a cancellation, the foundation will keep the donations you have collected. It is possible to postpone your subscription to the following year.

Your reimbursement will follow the following chart.

Période	Reimbursement %
35 days or more before the event	50%
35 days or less before the event	0%

In the unlikely eventuality that the foundation needs to cancel the crossing, you will get a full refund of your subscription fees but will keep your donations.



MANAGING YOUR DONATIONS



Donations can be in 3 different ways.

- Cash
- Check
- Credit cards

In each case, a receipt for tax purpose will be provided for each donation over 20\$. The receipt will be sent in the following months of the event.

In cash or checks:

**** If you're planning on receiving cash donations or checks, contact us and we will provide you a donation tablet to collect all the needed info to provide the receipt ****

By credit card:

- Invite people to give directly on your personal page. They fill the form directly online and you don't have to collect any information. Also, you will be able to keep track of donations when consulting your personal page profile.

Important!

In order to facilitate the process of receiving donations at our office, here are some recommendations:

- Send only one bundle of donations instead of many at different times.
- You'd like to be very easy and smooth? We can provide banking information for you to transfer the money directly in our account.
- If you do send money by mail, please make sure to have a tracking number or use the services of Canada Post for sending money.

Our only request is that you don't take the money and do a huge donation to your profile. When you use the credit card services, we lose a percentage of these donations in all sorts of fees. The previous offered methods help us making sure to maximize your donations.

If you have any questions, please don't hesitate to contact us!

Coordinator

Double défi des deux Mario

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Contact us :

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