



THE VICTORY WAY

CANCELLATION & RESCHEDULE POLICY

In order to serve our customers better, The Victory Way has instituted a Cancellation & Reschedule Policy. This Policy is in place out of respect for our facility management team and our customers. By giving last minute notice or no notice at all, you (our customer) prevent someone else from being able to schedule into that time slot. Please read the Cancellation & Reschedule Policy stipulations carefully to fully understand your obligations.

Cancellation Policy:

- If you cannot maintain your reservation please contact The Victory Way in writing at least 14 days prior to the event to cancel your reservation in order to receive a refund, minus the 5% cancellation fee.
- Cancellations less than 14 days before the event are nonrefundable.
- If a reservation is cancelled due to factors out of The Victory Way's control, such as weather or any other unforeseen reason, there will be no refund for the reservation. You may use the same reservation to transfer the date of the event, within the same calendar year and based on availability.
- The Victory Way reserves the right to cancel the event if any of the insurance requirements and payment conditions outlined on the Victory Athletic Center page on thevictoryway.org are not met on the day of the event. There will be no refund for the reservation fee.

Reschedule Policy:

- If the event is cancelled due to factors out of our control, such as weather or any other unforeseen reason, and you would like to reschedule, you may use the same reservation to transfer the date of the event based on availability.

The Victory Way office: 1001 Avenida Pico, Suite C #627, San Clemente, CA 92673

Questions? Please email: thevac@vlax.org

Rev 03-1-2019