

March 16, 2020

COVID-19 UPDATE: Club and Regatta

Dear RegattaCentral Customers,

Please review all of the information below regarding cancellations and refunds. Following these guidelines will help minimize the chance your organization incurs chargebacks while treating the rowing community with the utmost respect during these turbulent times.

We will be sending additional updates in the coming weeks. In the meantime, on behalf of the whole RC team, I wish you and your families, crews, and staff safety, health, and patience.

Sincerely,
Steve Lopez
RegattaCentral - A Stack Sports Company
Founder & President

Clubs

Cancelling Services

If your club intends to cancel any services and provide refunds, we recommend the following steps:

- Close registration immediately to avoid processing unnecessary refunds
- **Be Responsive.** Communicate clearly with your members and participants about your plans to cancel and/or refund. Failing to do so may increase the risk of **chargebacks** (see more information in chargeback section below)
- Contact your Account Manager to request refunds

Based on your billing cadence, we will likely need to debit or invoice you to cover the refunds. This is because in many cases we have already remitted the funds to you. If you are a client with an ACH account on file, please notify your Account Manager if you prefer to be debited.

Regattas

Cancelling or Postponing Events

If you are cancelling or able to postpone your event, Please follow these steps:

- Close registration immediately
- Contact your Account Manager requesting refunds or intent to postpone and provide the projected date. Regattas are still at risk for **chargebacks** (see more information below)
- Communicate your cancellation or postponed date to entrants and athletes

As a courtesy to all of our customers, we waive our registration fee for regattas which are cancelled and choose to refund 100% of entry fees back. There are only two requirements to be eligible for this policy:

- a) The regatta must be cancelled before the start of the first race
- b) The regatta must notify us in writing requesting that we refund all payments (entry fees, etc).

This notification must be received no later than the Monday following the start of the regatta. Our fees are billed as normal for any other

circumstance, including regattas that cancel only a portion of events or choose to provide only partial refunds.

Avoiding Chargebacks

A chargeback is a dispute filed by a credit card holder (athlete, parent, coach, etc) that request a return of their payment. Chargebacks are part of the credit card industry and possible in any and every type of business.

While they are rare in rowing, the current situation may see an increase in their occurrence if clubs and regattas are not responsive in providing refunds. Chargebacks are quite involved and incur fees if the dispute is found in the cardholder's favor. For this reason, we highly recommend:

- a) during this acute period honor refunds in all circumstances and
- b) be prompt when communicating with your participants and also with RegattaCentral when having us process a refund.

Many account holders have the potential to file a chargeback against your club and/or event regardless of your refund policy. RegattaCentral recommends processing refunds back to the original transaction on file with RC. This not only avoids account holders from receiving two refunds (one by check and one electronically). If you do prefer to refund by check, please be sure to properly document in order to dispute any potential chargeback cases.

Review your refund policy

Though account holders can still file chargebacks, be sure to set up and review the refund policies for your club and/or regatta(s) on RegattaCentral. This will ensure coaches, athletes or anyone else registering for your events and programs are fully aware of your policy. Contact your account manager if you have any questions about reviewing and editing your refund policy.

We're happy to help.

If you have any questions or concerns regarding your event or club service, please reach out to your Account Manager:

Senior Account Manager, [Claire Duesdieker](#)

614-360-2922 x104

Account Manager, [Lauren Peck](#)

614-360-2922 x106

[Contact Us](#)