



**Water World Swim Refund Policy 2011/2012
Published DECEMBER 2011**

REFUNDS, SUBSTITUTIONS & ROLLOVER CREDITS REFUNDS

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 20 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. 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

The amounts listed below will be deducted from the original entry fee paid (less any online processing fees) to determine the remaining amount of credit:

ALCATRAZ WINTER SWIM \$55
MONTHLY ALCATRAZ SWIMS \$ 55
BRIDGE TO BRIDGE SWIM \$ 100.00
SWIM AROUND THE ROCK \$ 100.00
ALCATRAZ TOUCH AND GO \$ 85.00
GOLDEN GATE BRIDGE SWIM \$ 85.00
LAST MINUTE SWIM EVENTS \$ 25.00

ALL OTHER EVENTS ROLLOVER FEES WILL BE POSTED AS THE SWIMS ARE ANNOUNCED.

Refunds policies 2007-08-09-10-11 REV.DEC 2012

CC: WWS

AA-ins- DH-att'y

PHO-Director

DC-Ass.Coach event coordinator / Accounting