

World Masters Games 2021 Kansai Cancellation Policy

- 1 Participation of persons who have applied with falsified information such as name, age, gender, entry qualification and records (including non-intentional mistakes) and the transference of participation to a person other than the person who registered (hereinafter referred to as “cheating”) is prohibited. If personal or group based cheating is discovered, permission to participate will be revoked. The Organiser is not responsible for compensation or refunds etc. in such cases.

- 2 If you decide not to participate in the competition after application of participation (finalizing entry procedures), the refund procedure is as follows. Furthermore, all times displayed are in Japan Standard Time.
 - (1) For retraction from competition (by Athletes, Non Playing Officials and Supporters) for personal reasons (“personal reasons” can be applied to group competitions where teams will not be finalized by 31 March 2022).
 - A The basic fee, additional fee by discipline, and extra fee of the competition participants(athletes) (in Japanese yen, including tax and processing fees) stipulated in the “General Rules for Competition Participation in World Masters Games 2021 KANSAI” under “14 Competition Participation Fee (Entry Fee)”
 - (A) For cancellations completed in the entry system by 28 February 2022, the full amount minus the 5% processing fee will be refunded.
 - (B) No refunds will be provided for cancellations made from 1 March 2022.
 - B The basic fee of Non Playing Officials and Supporters, and the purchase cost of optional transportation pass (in Japanese yen, including tax and processing fees) stipulated in the “Participation Terms and Conditions in World Masters Games 2021 KANSAI” under “14 Competition Participation Fee (Entry Fee)”
 - (A) For cancellations completed in the entry system by 31 March 2022, the full amount minus the 5% processing fee will be refunded.
 - (B) No refunds will be provided for cancellations made from 1 April 2022.

Division	Full refund minus 5% processing fee	No refund
Basic fee, Additional fee by discipline, Extra fee of Athletes	By Monday, 28 February 2022, 11:59:59 p.m.	Tuesday, 1 March 2022 onward
Basic fee of Non Playing Officials and Supporters	By Thursday, 31 March 2022, 11:59:59 p.m.	Friday, 1 April 2022 onward
Purchase cost of optional transportation pass		

- C Other fees
Refunds for rental competition equipment, after-party participation fees and

other fees that are not included in the competition participation fee are handled by their corresponding application office.

(2) Cases other than (1)

A No refunds of participation fees will be given in the event that the competition is cancelled for reasons beyond the Organisers control (natural disaster, terrorism, epidemic disease).

B In case the Organiser decides to cancel or change the dates of a competition you were scheduled to participate in, the procedure is as follows.

In addition, change of date in this case means that the Organiser changed the date for the scheduled competition (excluding for reasons outside of the Organisers control). This refers to the case of a schedule change that causes overlap in competitions that the participant was scheduled to participate in (only limited to changes in schedule made after 1 March 2022).

(A) If the competition has been cancelled

If the competition is cancelled before reception opens, the full amount fee will be refunded.

If the competition is cancelled after reception opens, since the competition participation kits and transportation passes etc. will have already been distributed, the difference between the non-competitor and competitor participation fee will be refunded. Entry fees for non-competitors and the purchase of transportation pass options will not be refunded.

(B) If all competitions you planned to participate in are cancelled

In the case that all the competitions you were going to participate in are cancelled and there is no competition that you would like to participate in, the full amount will be refunded. If there is another competition you would like to participate in, the difference between the participation fee and the non-competitor participation fee will be refunded.

In the event that the competitions you planned to participate in are cancelled after reception opens, the refund of the competition participation fee will be refunded in the same was as (A), as the difference between the participation fee and the non-competitor participation fee.

In addition, as the competition will continue being held, participation fees for persons other than competitors will not be refunded.

(C) In the case that only a portion of the competitions you planned to participate in are cancelled or have their schedule changed, which results in you being unable to participate, we will offer no refund. However, the portion of the participation fee paid by competitors that exceeds category five will be refunded for the additional fees for the number of cancelled competitions.

C Death of a participant

In the case that a competitor dies before reception opens for the competition, the full amount will be refunded. In such case, please provide documentation to prove the death of the participant.

D In case the regulations etc. are changed

(A) Before 28 February, 2022

In the case that participants withdraw their participation from the competition due to any changes to this cancellation policy, [the Participation Terms and Conditions](#), [Sports Information Guide](#) for the sport you are participating, [Personal Information Policy](#), [Terms of Use of Entry System](#) and [the World Anti-Doping Regulations](#) (hereinafter referred to as "regulations etc."), the full amount minus the 5% processing fee will be refunded.

(B) 1 March, 2022 onward

In the case that a disadvantage becomes apparent due to changes to regulations etc., or the Organisers has determined the entire competition participation must be cancelled, the Organisers allow the withdrawal from the competition and the full amount minus the 5% processing fee will be refunded.

3 Refund method

(1) In the case that the participation fee was paid by credit card

Within 180 days of payment, in principle the refund will be provided by the credit card company.

If 180 days or more have passed or your name has been changed and the credit card company cannot provide the refund, the refund will be provided by bank transfer or another method (specifically by following the directions of the Cancellation Information e-mail that will be sent by the Entry System to which you can respond with an online refund form listing the information of your financial institution so we can complete the money transfer).

Refund timing etc. may differ depending on your credit card company.

(2) If you paid the participation fee through Convenience Store Payment (only residents in Japan)

The convenience store will be unable to refund the money and the refund will be done by bank transfer. Details for how to proceed will be provided separately (specifically by following the directions of the Cancellation Information e-mail that will be sent by the Entry System to which you can respond with an online refund form listing the information of your financial institution so we can complete the money transfer).

(Supplementary Rules)

Established: November 19, 2019

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