

STI POLICY

CANCELLATION & SUBSTITUTION

Cancellations must be submitted in writing. Paid registrations canceled at least **35** calendar days in advance of the event will receive a full refund less a **\$50.00** service fee.

Paid registrations canceled **34 to 7** calendar days before an event will receive a refund of 50% of the registration cost.

No refunds or credits will be granted on cancellation request received less than 7 calendar days before an event is to begin.

Cancellations and refunds are at the discretion of STI/SPFA. Substitute request must be submitted in writing. Substitutes are permitted at the discretion of STI/SPFA.

Time Frame	Fee	Requirements
35 days and more	\$50	Cancellations and refunds are at the discretion of STI/SPFA. Substitute request must be submitted in writing. Substitutes are permitted at the discretion of STI/SPFA.
7 – 34 days	50% of registration cost	
<7 days – Not allowed		

TRANSFERS

Transfers are allowed on a one time basis. Transfer request must be submitted in writing and must include the class to which you are transferring. The transfer fee will be assessed once the written request is received.

Transfers made **35** or more calendar days in advance will incur a \$50.00 transfer fee.

Transfers made **34 to 7** calendar days before the start of the event will incur a **\$150.00** transfer fee. Transfers are not allowed less than **7** calendar days before an event begins.

Transferred registrations are not eligible for refunds of any amount for any reason.

Submit all request in writing to Tiffany Multra:tmultra@steeltank.com. Please call with any questions or concerns (224) 286-6321.

Time Frame	Fee	Requirements
35 days and more	\$50	Transfers are allowed on a one time basis. Transfer request must be submitted in writing and must include the class to which you are transferring.
7 – 34 days	\$150.00	
<7 days – Not allowed		