

WKO Refunds Policy, for Open Tournaments:

As WKO is an open and fair members organisation, we generally have a no quibble refund policy.

However to remain a sustainable business we have to set clear terms for refunds.

WKO WILL refund you if:

- If we cannot match you for any categories requested
- You will be given the option to choose an active category or be refunded
- If you are injured and give at least 1 weeks notice
- If your opponent pulls out short notice and we cannot rematch you
- If the event is cancelled for any reason
- If you enter wrong category and notify us, but we cannot rematch you
- You fail the medical

WKO will NOT refund you if:

- You fail weigh in and we cannot rematch you
- Will not show or purchase a license/insurance to compete
- Miss your category as did not follow the schedule or pay attention
- You entered the wrong category and do not give us at least 1 weeks notice
- You pull out with less than 7 days before the event
- You do not turn up
- You are KO'd in one event but have others in the day
- You leave before your category starts
- You get disqualified, lose or are unhappy with the officials decision/s

The above list is not exhaustive for what we WILL or will NOT refund, as every refund also impacts on your opponent and category and running times which cost the event money. We are happy to refund however for all genuine reasons and as long as sufficient notice given.

Full Refunds:

Full refunds will be issued to any one that has to pull out with sufficient notice or we cannot match you, advance notice will be given to choose alternative category or be refunded.

Partial Refunds:

Partial Refunds for any that enter multiple but aren't matched in all will be issued after the event, we aim to do these by the 1st Tuesday after the event has ran

Refund Processing Times:

Refund Processing Times vary and are out of our control. If pay be PayPal these tend to be instant returns to you. Visa/Debit payments can take 5 business days dependant on you payment provider.

We start the process on the Monday after the event has ran with the aim that all refunds are received by the Friday after the event has ran. Delays can happen if they do simply contact us and we will look into this and see if there is something holding up your refund.

Its your money and we want you to have it back as long as the refund is within the above terms and conditions.