

Tiger Balm Internationals Martial Arts Tournament Notice - April 2021

**From: The Promoters of the Tiger Balm Internationals Martial Arts Tournament**

Hello All,

The first thing to express is our gratitude. We would like to thank you for your patronage of the Tiger Balm Internationals Martial Arts Tournament. Your continued support over the years means a lot to us. Under the conditions of the global pandemic martial arts schools, cultural organizations, small business owners, and individuals across the spectrum are facing unprecedented challenges. There is no question that now is a very uncertain time for people all around the world. We wish to send you our heartfelt best wishes and positive energy for our global recovery from this crisis.

As professional martial artists, and as community builders, we are always looking for ways to challenge ourselves and contribute to our society. Running an annual tournament for more than 35 years has been a labour of love. The current situation prompts us to consider many questions. What is the future of martial arts tournaments? Can we redesign an event with physical distancing? Are there ways in which we can make a tournament safe, and fun? Would competitors, coaches, and spectators come if we held an event? When might the government restrictions relax sufficiently to allow large gatherings?

Accepting that we won't be able to move forward as we have in the past is important. Adapting to the future reality will require improvisation and innovation. We feel that we are up to the challenge and are stating for the public record, that when the time is right, and the circumstances allow us to run a safe tournament again, we *will* schedule the next Tiger Balm Internationals.

Regarding refunds and to provide some context, please understand that our event policy has always been "NO REFUNDS". This is for practical reasons, and is part of the process of tournaments. Once the event is running and there is cash flow, we have occasionally reversed our policy when provided with valid reasons. We always want to send people home happy.

When we upheld our refund policy, following the tournament cancellation, it was with the intention of rescheduling our event as soon as possible. At that time, we would honour all competitors' registrations or provide refunds. That was when we thought it was possible to reschedule in a timely manner. Now we have a better understanding of the pandemic process and as a promoter team we have decided to reverse our NO REFUNDS policy. We will now offer refunds \*until June30\*, after which there will be no further refunds offered for the 2020 cancellation until our next in person event. Each request for a refund will be processed individually and a cheque will be mailed to you in the order that the request was received. Refunds may be requested immediately by emailing: [refund2020TBI@gmail.com](mailto:refund2020TBI@gmail.com)

A valid tournament registration and a current address are required to obtain a refund. Please note that there are transaction fees for the online payment system that cannot be refunded (\$7) and a refund-processing fee (\$7) will be applied. Thus the full amount of your refund will be (\$14) less than your initial registration fees. If you choose to accept a refund the transaction will be final. For those who choose not to request a refund at this time, your registration is preserved in our system and will be honoured in full, or a refund may be requested in person at our future event.

We appreciate your patience and understanding.

Sincerely,

Sifu Josh Schafer of the Red Mantis Athletic Association

On behalf of The Tiger Balm Internationals Promoter Team:

Jon Funk, Colleen Butterley, and Jolie Lesperance.