



# The Winter Club of St. Catharines

## Policies and Procedures

### Refund Policy

Policy No. \_\_\_\_\_

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The refund policy for the Winter Club of St. Catharines is as follows:

#### **General:**

The following applies to all skaters registered in Winter Club of St. Catharines skating programs:

- 1) All requests for refunds must be made in writing to the Board of Directors
- 2) The club is not obligated to refund registration fees for unforeseen ice closures due to special events/circumstances, or equipment/mechanical breakdown beyond our control. The Club will make every effort to make-up for cancelled sessions.
- 3) Refunds for temporary absences will not be granted.
- 4) Refunds will not be issued for Skate Canada fees, Skate Canada Western Ontario Section fees and the Ontario Skaters Promotional Contest book deposit.
- 5) All refunds will be subjected to a \$25 administration fee.
- 6) The club is not responsible for refunding registration fees or allowing "make-up sessions" for any sessions missed by skaters unless approved by the Board of Directors.
- 7) Refunds are transferable to members within the same immediate family.
- 8) Refunds for sessions cancelled by the Winter Club of St. Catharines will consist of all registration fees, including Skate Canada and Skate Canada Western Ontario fees and Ontario Skaters Promotional Contest book if returned unused, less a prorated amount for sessions already held.

#### **Recreational Membership:**

The following applies to all skaters registered only in the Winter Club of St. Catharines recreational skating programs:

The Winter Club of St. Catharines encourages parents to give first time skaters 3 weeks before withdrawing. If after 3 weeks you wish to withdraw, please submit a letter to the Board of Directors with your child's name, program and session. A prorated refund in the form of a credit note, valid for one year from the date of issue and subject to the conditions above, will be granted upon approval from the Board.

Pro-rated refunds in the form of a credit note will be granted in the case of season-ending medical reasons. Requests for refunds due to medical reasons must include a medical slip (doctor's note) indicating that the skater cannot skate due to medical reasons and must withdraw from the program for the balance of the season.

Refunds for the full amount of the session less all Skate Canada fees, Skate Canada Western Ontario Section fees and the Ontario Skaters Promotional Contest book deposit will be granted upon approval from the Board for those who wish to withdraw prior to the first session. This refund will not be subjected an administration fee and refunds will be granted for the Ontario Skaters Promotional Contest book if returned unused.

### **Competitive / Test Membership**

The following applies to skaters enrolled in the Junior, Intermediate, Senior or Competitive programs.

Refunds will not be granted for withdrawal requests for non-medical reasons.

Pro-rated refunds in the form of a credit note will be granted in the case of season-ending medical reasons. Requests for refunds due to medical reasons must include a medical slip (doctor's note) indicating that the skater cannot skate due to medical reasons and must withdraw from the program for the balance of the season.