

Policy and Procedure for Refunds

Purpose:

- To provide a consistent procedure and circumstances for registration and fee refunds.

Policy Statement:

- All requests must be made in writing and include (where applicable) all required documentation.

ALL APPROVED REQUESTS FOR REFUNDS WILL BE CREDITED TO INVOICE PAYMENT

A processing fee of \$25 will be charged. **Refunds less than \$25 will NOT be processed.**

Note: When registration is paid by a third party (eg. KidSport or Jumpstart) funds will not be returned to the member.

Procedure:

1) At any time during the skating season:

- a) A refund will be given on a pro-rated basis for **medical reasons** when a Medical Professional or Physiotherapist's certificate is provided¹. Claims must be made within 30 days of the injury. Refunds will be pro-rated from the last day of skating. Administration fee, mandatory SkateCanada membership fee, SkateSaskatoon membership fee (if applicable), Ice Show fee (after November 15) and skater lottery tickets (if applicable) will NOT be refunded.
- b) A refund will be given on a pro-rated basis if a **skater has moved 50 km** or more outside of City limits. Refunds will be pro-rated from the last day of skating. Administration fee, mandatory SkateCanada membership fee, SkateSaskatoon membership fee (if applicable), Ice Show fee (after November 15) and skater lottery tickets (if applicable) will NOT be refunded.

2) Prior to the onset of the lesson:

- a) A general explanation is required with reason for cancellation or withdrawal and must be made within the registration withdrawal deadline. Administration fee and SkateCanada membership fee will NOT be refunded. A processing fee of \$25 will be charged. Refund will be issued to the name provided from the billing information.

3) After the onset of the season:

- a) If a skater withdraws during the season and does not meet criteria 1a) or 1b) above, a written letter must be sent to the Board for approval as a 'Special Circumstance'. If approved, the refund will be provided on a pro-rated basis from the last day of skating.

¹ Recognized by the College of Physicians and Surgeons of Saskatchewan

Administration fee, SkateCanada membership fee, SkateSaskatoon membership fee, Ice Show fee (after November 15) and skater lottery tickets will NOT be refunded.

Preschool/Canskate Program Exception to 3a) (*above*):

- b) Within the first four lessons, if the parent or coach feels the skater is not ready (physically or developmentally) to participate in the program a refund may be requested. Refunds will be pro-rated from the last day of skating. Administration fee, SkateCanada membership fee, SkateSaskatoon membership fee (if applicable), Ice Show tickets (after November 15) will not be refunded.

4) After the season ends:

- a) All sessions must be used WITHIN the season for which they were purchased. No refund will be given for unused sessions. There will be no carryover of sessions from one season to another.

Exceptions:

- Exceptions to the Policy may be at the discretion of the Executive.

Responsibility:

- Implementation of the Policy and approval will be the responsibility of SkateSaskatoon bookkeepers.

Skater and/or Parent:

- To provide appropriate documentation including the last day skated.

Administration:

- To comply with the policy.
- Obtain required documentation and fill out the required form.
- Prepare and deliver the response and/or refund.

Club Manager:

- Club Manager to sign off on the approved refund documentation.

Administration/Treasurer:

- File the appropriate documentation.
- Prepare the refund.
- Club Manager and Treasurer to approve final documentation.

Discrepancies will be addressed as required by the Executive Committee.