

# Management of Refunds

---

## 1.0 Purpose

To provide a policy, procedure and criteria for handling of refunds.

### 1.1 Policy Statement:

This policy is to ensure a consistent, documented procedure for dealing with refund requests.

- Refunds less than the current administration fee will not be processed.
- An administration fee plus applicable tax will be charged. The current administration fee can be found in the current fee schedule.
  - The administration fee will be waived if an account credit is accepted instead of a refund. The credit will be set up on the member account to be used for any future purchases. The credit will expire two (2) years after credit establishment.
- Refunds will be processed back on the credit card used to pay the invoice(s) that the refund request pertains.
  - When registration is paid by a 3<sup>rd</sup> party funding agency, the refund will be provided to the 3<sup>rd</sup> party directly.
- There are no product refunds inclusive of but not limited to: ice session tickets, ice lesson tickets, or assessment tickets.

### 1.2 Procedure

Complete the form available on Skate Saskatoon's website and use the online submission process, include if a credit or refund is requested.

- Support personnel will calculate the refund amount based on the parameters detailed in this policy.
- The documentation and calculation will be sent to the executive director for review.
- Two approvals (from board executive or staff members with signing authority) are required, upon receipt of the required approvals, the approval documentation will be sent to support staff for processing (refund processed, or credit set up on the member account).

#### 1.2.1 Prior to the Onset of the Skating Season

- a) A general explanation is required with the refund request and the request must be submitted 3 business days prior to the program start date. If the related registration includes the current Skate Canada Membership Fee, the skater will not be skating and Skate Canada agrees to credit the current membership fee back to Skate Saskatoon, the Skate Canada Membership Fee and related charges will be refunded.

### 1.2.2 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 provided<sup>1</sup>. Claims must be made within 30 days of the injury. Refunds will be based on program fees only and will be pro-rated from the last day of skating.
- 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 based on program fees only and will be pro-rated from the last day of skating.
- c) Within the first 4 lessons of a CanSkate program, if the parent or coach feels the skater is not ready (physically or developmentally) to participate in the group program, a refund can be requested. Refunds will be based on program fees only and will be pro-rated from the last day of skating.

### 1.2.3 After the End of the Skating Season

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

## 1.3 Exceptions

Exceptions to the Policy will be reviewed on a case by case basis and will require special circumstance approval.

UPDATED DECEMBER 30, 2019

---

<sup>1</sup> Recognized by the College of Physicians and Surgeons of Saskatchewan