

## **Vernon Figure Skating Club - Refund Policy**

Revision date: October 1, 2013

### **POLICY STATEMENT:**

VFSC does not offer refunds except in the case of medical circumstances where the skater has missed a minimum of 3 consecutive weeks (fall/winter/spring season) of skating sessions due to illness or injury. No refunds are issued for summer sessions.

### **PURPOSE:**

To provide compensation for an extended leave due to a medical situation outside the member's control that represents significant financial loss to members.

### **PROCEDURE:**

- Requests for refund must be submitted to the Board of Directors by letter in writing.
- Requests for refund must be accompanied by a dated doctor's note outlining diagnosis and treatment.
- Requests for refund will be considered on an individual basis. If granted, the refund will be pro-rated from the date of the last day skated and a personal ice credit will be issued for the remaining portion of the session. The Skate Canada fee is non-refundable. Cash refunds will not be given unless the doctor's note states that the illness or injury will not allow the skater to return for the remainder of the season.
- A \$20.00 service fee will be charged for processing refund requests.
- Skaters are not permitted to sell or trade sessions. If you miss your regular session on a particular day, you may not skate on another session in lieu of the one you missed without paying a buy-on fee. You may not have another skater or member of your family skate on sessions for days that you are away without paying a buy-on fee.
- Requests for refund for any reason such as, but not limited to, relocation out of Vernon and the local area (within 50 km), unforeseen personal scheduling conflicts, or missed sessions due to power failure, mechanical breakdown, extreme weather or cancelled ice time, etc. will not be considered.

### **RESPONSIBILITIES:**

#### **Coach**

- Report your skater's illness or injury to the Treasurer and President as soon as you become aware of the concern. Report the skater's last day skated to the Registrar.

#### **Treasurer**

- If granted, consult with coach to confirm last date skated. Calculate the personal credit for sessions remaining. Input the amount to be credited to skaters account on Coast Registry. Notify the bookkeeper of the skater's credit.

#### **Secretary**

- Prepare and deliver a formal reply in writing on behalf of the Board of Directors to any member who submits a letter of request for refund.

### **EXCEPTIONS:**

- For club programs such as, but not limited to, CanSkate, STARSkate and Synchro, provision is made for new members/first time skaters to "try the program" for three (3) sessions. If the customer is dissatisfied with the program for any reason, a full refund (excluding Skate Canada fee) will be granted. In this situation, requests for refund must be made immediately following the third skate session by notifying the Coach ASAP and submitting a letter to the Board of Directors. A \$20.00 service fee will be charged for processing the refund.
- Skater's transferring to another Skate Canada club may request to have funds from their personal account forwarded to their new club as an ice credit.
- If a skater has registered in the incorrect skill level and is subsequently moved to a different level as recommended by the Coach, any refund that exists will be allocated as either a credit towards the next skating session or a refund.
- Under exceptional circumstances, an individual may submit a request to the board (in writing) requesting a refund with reasons given. The board will review these requests on an individual basis to determine eligibility for a refund. The Secretary will deliver a formal reply of the board's decision and refunds will be issued or not based upon that decision.
- If ice sessions are cancelled or re-defined due to low registration, affected skaters will be offered the option to switch to another session or receive a personal ice credit without paying a \$20.00 service fee.