

Purpose:

Skate Canada Canskate guidelines recommend an accessible and flexible registration program, including refunds. The Rideau Skating Club (the “Club”) undertakes to ensure refunds for all of its programs are flexible, accessible and provided expeditiously, where they fall within the parameters of the policy.

To provide guidelines and parameters by which the Rideau Skating Club’s Executive (the “Board”) consistently assesses refund requests.

General Principles:

1. This Policy applies to all of the Club’s regularly-scheduled sessions and activities, hereinafter referred to as the Club’s ‘programs’.
2. ALL refunds must be requested in writing to the Board, either via the Club email or in writing, to the attention of the Registrar.
3. The date on which the refund request is received will be the date used for the purposes of assessing the refund. For the purposes of medical certificates and other exceptional reasons, the request must be made in a timely manner and under no circumstances will refund requests be considered after April 15th for that season.
4. An administrative charge equal to the non-refundable Skate Canada membership fee will be deducted from any refund request received.
5. All refunds will be pro-rated based on the number of lessons that occurred between the time of registration and receipt of request for refund.

Requests made within three (3) weeks of program start:

6. Refunds for registration will be provided for any reason within three (3) weeks of the commencement of the program in which the skater was registered.

Requests made three (3) week’s after program commencement:

7. Any requests made three (3) week’s after the commencement of the program will be considered by the Board on a case-by case basis and only when the request is supported with an acceptable rationale. In particular, the Board will consider a rationale based on the following reasons:

- a. **Medical reasons:** Any refund requests for medical reasons should be accompanied by a medical certificate. The Registrar will keep the medical certificate in confidence and the document will only be used for the purposes of confirming the refund request.
 - b. **Coaches' recommendation:** *Respecting Canskate Program only.* Where a coach supports the parent's refund request on the basis that the Canskater is not ready for the Program, a refund will be provided.
 - c. **Extraordinary reasons:** Reasons beyond the control of the skater, including but not limited to, serious illness in the family, or moving away from the area.
8. The above list in no way limits the discretion of the Board to allow or disallow refund requests for any reason.

Agreement to Refund:

9. When a request is made under Section 7 above, the Board will vote to grant or refuse the refund request.
10. If the Board votes to grant the refund request, the Board undertakes that the refund will be provided in an expeditious manner to the requestor.
11. The exact calculation of the refund amount will be determined by the Finance Board member and the Registrar as per the guidelines indicated in Sections 4 and 5; the requestor will be provided an explanation of the amount.

Refund Refusal:

12. If the Board votes against the refund request, the Registrar will promptly inform the requestor of the Board's Decision.

Refund Policy Awareness:

13. The Refund Policy will be posted on the website.
14. All Program brochures will include an outline of the Refund policy, and provide a link to the website for the full policy.

Accepted by the Rideau Skating Club Executive: April 11, 2007
Reviewed and Amended: November 2008; September 9th, 2009