

Refund Policy

Document Classification: Policy

Associated Documents: None

Document control:

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Next Review by Board	Date: July 2023

POLICY purpose:

This policy provides the board of directors and committee members with the refund guidelines.

POLICY scope:

This policy applies to the board of directors, committee members, and club members for the Rideau Skating Club.

This policy is accepted at the time of registration.

POLICY statement:

CanSkate, Pre-CanSkate and StarSkate Programs:

- A full refund or credit (less a refund processing fee of \$30) will be considered if the request is received 14 days or more prior to the start of the season.
- A pro-rated refund or credit (less a refund processing fee of \$30) will be granted for medical reasons (supported by medical documentation/certificate) if the request is made less than 14 days prior to the start of the season or throughout the term of the skating season.
- A pro-rated refund or credit (less a refund processing fee of \$30) will be granted for families who are required to relocate for employment reasons.
- Full season CanSkate - a prorated credit (less a refund processing fee of \$30) will be considered if the withdrawal request is received within the first four (4) sessions of the program.
- Half season CanSkate - a prorated credit (less a refund processing fee of \$30) will be considered if the withdrawal request is received within the first two (2) sessions of the program.

- In the event of inclement weather, facility issue, and or other extenuating circumstances beyond RSC's control no refund will be provided for these sessions.

Any request that does not fall within the parameters for any of the programs described above will not be considered.