

The Rideau Skating Club (the “Club”) undertakes to ensure refunds for all 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 March 31st for that season.
4. An administrative charge in addition 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.

Refund Requests:

6. Refunds will **only** be granted for medical reasons.
7. Refund requests for **medical reasons** must 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.

Agreement to Refund:

8. When a request is made, the Board will vote to grant or refuse the refund request.
9. 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.
10. 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:

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

Refund Policy Awareness:

12. The Refund Policy will be posted on the website.

13. 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

Amended: May 2014; Amended: April 8, 2015

Updated: April, 2015