

Policies of the Nepean Skating Club Inc.

Part II – Financial Management

Policy II - 7: Refunds

Effective Date: 25 May 2010

Last Revised: 7 January 2004

1. This policy shall apply to all NSC programs and activities.
2. Regardless of the reason, all applications for refunds shall be made in writing to the Board.
3. In the event that a skater wishes to cancel or withdraw from a program already registered for, a refund will be granted only if the request is received:
 - a. 14 days or more prior to the commencement of the StarSkate and Competitive program
 - b. 14 days after the CanSkate, Pre-Power, and CanPower programs have started.
4. An administrative fee of 10% of the refund value will be charged for any refund request, should the refund request be granted.
5. For the purposes of this policy the commencement of a program shall be defined as:
 - a. The first day of the “Warm Up” sessions immediately preceding Fall/Winter or Spring Schools;
 - b. For Summer School the first day of skating a skater registers for whether a warm-up or a regular session. For Summer School only, a session or program may be defined as one week and, therefore, any refund request will only be entertained if received in writing two weeks prior to the commencement of that session.”;
 - c. For Recreational Program activities the first day of the commencement of lessons; and
 - d. Because the cost of ice differs from session to session (i.e. Fall/Winter costs less than Summer), making up missed time lost is not permitted.
6. Once a program has started, a refund will only be considered for medical, Club administrative purposes or in extraordinary cases. Generally refunds approved under these circumstances will not be charged any administrative fee.
 - a. The amount of any refund will be based on a pro-rated basis;
 - b. Requests for refunds will only be considered if a skater misses more than 10 percent of any session paid for and of more than four weeks. That missed time must be consecutive;
 - c. A medical certificate shall accompany all requests due to medical reasons. To protect the privacy of the skater, unless the skater or parent approves otherwise, the certificate shall be provided to the President only who will then inform the Board that it has been provided and duly authorized by a licensed medical practitioner;

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- d. Club administrative purposes are where the skater is asked to change programs (with a cost difference) or is requested to leave a program for other than disciplinary reasons; and
 - e. Extraordinary cases, such as those that are clearly beyond the skater's control and no other viable options exist shall be considered on a case-by-case basis by the Board.
7. No administrative fee will be charged where a skater requests a change to a program as a result of that skater passing a test.