



KWSC SKATING PROGRAM WITHDRAWAL POLICY

In the withdrawal and cancellation policies, 'Program' refers to a group of sessions organized over a period of time within a skating season. 'Sessions' refers to single events within a Program.

If a member wishes to withdraw from a skating program the member must fill out a Program Withdrawal Request Form

- A) If the form is received more than 14 days before the first scheduled session of the program, a refund will be issued (which includes program fees and base fees if applicable, less any fees or outstanding balance on the family account). This refund will not include the credit card processing fee that was paid to the credit card company. Refunds will only be given in the same form as payment made, aside from cash payments which net cash refunds over \$20 will be refunded by cheque.
- B) If the form is received between 13 days before the first scheduled session of the program and 20 days after the first scheduled session, then a credit will be issued (less any fees or outstanding balance on the family account). The cost of any sessions before the form is received will not be included in the credit. The credit will expire off the member's family account after three years.
- C) No refunds or credits will be given if a request to withdraw is received more than 20 days after the first day of the program except for physical or mental health reasons. Under the latter circumstance, refunds will be issued upon receipt of a note from a Medical practitioner or licensed and registered Mental Health practitioner. These notes must be provided to the KWSC office within 2 weeks of the onset of the disability to continue skating. Please note that KWSC follows Skate Canada concussion protocol. Any pro-rating of fees only applies after a two-week waiting period (with the hope that minor issues the skater can return to skating before then). Once the two-week period is over, if the skater is not able to provide a return to skating plan from the practitioner, the refund will be pro-rated from the date of disability to skate.
- D) In accordance with Skate Canada Policy, KWSC cannot refund any Skate Canada fees.
- E) KWSC will not refund any fundraising fees.
- F) All refunds and credits are subject to a \$15 administration fee.

Skating Program Cancellation Policy

KWSC reserves the right to change and/or cancel programs depending on registration. Refunds or credit will be issued if a suitable alternative is not available.

Unforeseen circumstances beyond the control of the club (except for COVID-19) may require the club to cancel sessions. No refunds or credit will be issued for sessions that are interrupted or cancelled due to circumstances beyond the control of the club. No make-up sessions will be held in response to such cancellations.

Cancellations due to COVID-19

1. Cancellation of an entire program – refunds for programs paid for in advance but have not commenced, will be refunded in the form of payment made.
2. Cancellation of sessions - Credit will be given for the cancelled sessions. Sessions are single events within a program.