



## REFUND POLICY

### Purpose:

1. The purpose of this policy is to establish eligibility criteria for skaters requesting a refund.
2. These criteria have been developed to ensure fairness and consistence are maintained for skaters at any time during the season.

### Eligibility Criteria:

3. Skaters must email [register@kwspeedskating.com](mailto:register@kwspeedskating.com) to make a formal request for a refund.
4. If the refund is requested in September prior to the skater being registered with OSSA, a full refund will be granted without going through a review committee process.
5. If the refund is requested after the skater is registered with OSSA and the request is received prior to December 31<sup>st</sup>, the refund request will be reviewed by our Refund Review Committee. Any refund granted will be on a pro-rated basis based on the number of months skated in a 7-month skating season, minus the OSSA fee paid.
6. If the refund is requested after the skater is registered with OSSA and the request is received after December 31<sup>st</sup>, no refund request will be accepted regardless of when the skater was registered as a member. The only exception to this criteria is if the skater has a medical reason that prevents the skater from skating on the ice with our club. Only in this case will a refund request be reviewed by the Refund Review Committee after December 31<sup>st</sup>.
7. At no time after a skater is registered will OSSA fees be reimbursed.
8. No refunds will be granted for dryland, Learn to Speed Skate or camp fees unless for medical reasons.
9. The KWSSSC Refund Review Committee includes the President, Treasurer and Registrar.

### Review

10. This policy will be reviewed annually, or as decided by the KWSSSC Board of Directors.

### Approval

11. This policy was approved by the KWSSSC Board of Directors on November 14, 2017.