

POLICY STATEMENT

Maple Ridge Skating Club

Subject: Refunds	Revised: Sept. 11, 2009
Policy Statement: MRSC does not offer refunds except in the case of medical circumstances where the skater has missed a minimum of 5 consecutive weeks of skating sessions due to illness or injury.	
Procedure: <ul style="list-style-type: none">• Requests for refund must be submitted to the Board of Directors by letter in writing.• Requests for refund must be accompanied by a dated doctor's note outlining diagnosis and treatment.• Requests for refund will be considered on an individual basis. If granted, the refund will be pro-rated from the date of the last day skated and a personal ice credit will be issued for the remaining portion of the session. The Skate Canada fee is non-refundable. Cash refunds will not be given unless the doctor's note states that the illness or injury will not allow the skater to return for the remainder of the season.• A \$20.00 service fee will be charged for processing refund requests.• Skaters are not permitted to sell or trade sessions. If you miss your regular session on a particular day, you may not skate on another session in lieu of the one you missed without paying a buy-on fee. You may not have another skater or member of your family skate on sessions for days that you are away without paying a buy-on fee.• Requests for refund for any reason such as, but not limited to, relocation out of Maple Ridge/Pitt Meadows, unforeseen personal scheduling conflicts, or missed sessions due to power failure or cancelled ice time, etc. will not be considered.	
Purpose: To provide compensation for an extended leave due to a medical situation outside the member's control that represents significant financial loss to members.	
Responsibility: <p><u>Coach:</u> Report your skater's illness or injury to the Registrar and President ASAP. Report the skater's last day skated to the Registrar.</p> <p><u>Registrar:</u> If granted, consult with coach to confirm last date skated; calculate the personal credit for sessions remaining. Notify the Bookkeeper/Treasurer and Secretary of amount to be credited to the skater's account.</p> <p><u>Secretary:</u> Prepare and deliver a formal reply in writing on behalf of the Board of Directors to any member who submits a letter of request for refund.</p>	
Exception: <ol style="list-style-type: none">1. For club programs such as, but not limited to, CanSkate, Jr Academy, and Synchro, provision is made for <u>new members/first time skaters</u> to trial the program for three (3) sessions. If the customer is dissatisfied with the program for any reason, a full refund (excluding Skate Canada fee) will be granted. In this situation, requests for refund must be made immediately following the third skate session by notifying the Coach ASAP and submitting a letter to the Board of Directors. A \$20.00 service fee will be charged for processing the refund.2. If ice sessions are cancelled or re-defined due to low registration, affected skaters will be offered the option to switch to another session or receive a personal ice credit without paying a \$20.00 service fee.3. Skater's transferring to another Skate Canada club may request to have funds from their personal account forwarded to their new club as an ice credit.	