



Purpose:

This Policy has been developed to provide a fair and reasonable approach for both Moore Skating Club (MSC) and its members to ensure refunds are issued when appropriate, while also maintaining the financial stability of the organization.

Costs associated with running skating sessions include ice rental fees, coaching fees, and administrative costs. Session withdrawals impact MSC's ability to meet its financial obligations and reduce the likelihood of filling vacant skater positions once registration has closed.

Scope:

Sections 1-4 apply to:

- CanSkate programs (including CanSkate Power)
- STARSkate group sessions
- STARSkate private sessions
- Spring and Summer skating sessions (excluding Power Skating, and Hockey Camps as outlined below)

Section 5 applies to Power Skating Programs and Hockey Camps.

Responsibilities:

1. MSC Board of Directors

The MSC Board of Directors is responsible for:

- a. Establishing refund cut-off dates for full and partial refunds for each applicable session. The standard refund cut-off date shall be four (4) weeks from the start of the scheduled fall/winter session, unless otherwise determined by the Board.
- b. Ensuring this Refund Policy, including all applicable cut-off dates, is communicated during the registration process through Uplifter and provided as a stand-alone document requiring acknowledgement by MSC members.

2. Members / Guardians

Members and guardians are responsible for:

- a. Notifying the MSC Registrar (registrarmooreskatingclub@gmail.com) when a skater will be withdrawn from a session, providing a minimum of five (5) business days' notice prior to withdrawal.



MSC 006: Policy – Withdrawal & Refund

Failure to provide sufficient notice may affect the official withdrawal date and any applicable refund eligibility.

Policy:

It is the policy of MSC that refunds may be issued under the following circumstances:

1. Prior to Session Start

- a. Prior to the start of any session, all programs are eligible for a full refund, minus the applicable administration fee, provided at least five (5) business days' notice is given.
- b. If paid in advance, any volunteer fee will be refunded in full.

2. CanSkate Two-Week Trial

- a. A new participant in the CanSkate program may withdraw within the first two (2) weeks of participation and receive a full refund, minus the administration fee.
- b. The Registrar must be notified at least 48 hours prior to the end of the two-week trial period. If sufficient notice is not provided, the Skate Canada fee will be charged and is non-refundable. The skater will retain a valid Skate Canada membership for the remainder of the season.
- c. If paid in advance, the volunteer fee will be refunded in full.

3. Illness or Injury

- a. Where sufficient documentation is provided by a valid medical note from a licensed healthcare provider, confirming that a skater can no longer reasonably participate due to illness or injury, a partial refund may be issued at the discretion and approval of the MSC Board of Directors.
- b. All requests must be submitted in writing to mooreskateclub@gmail.com.
- c. Refunds will be calculated as follows:
 - i. Remaining session fees, less a 25% withdrawal fee
 - ii. Administration fees are non-refundable
 - iii. Skate Canada fees are non-refundable; membership will remain active for the season
- d. Depending on the timing of participation, volunteer fees may not be refunded.

4. Session Withdrawal (Non-Medical)

- a. A partial refund may be issued where a skater voluntarily withdraws prior to the established refund cut-off date.



MSC 006: Policy – Withdrawal & Refund

b. Refunds will be calculated as follows:

- i. Remaining session fees, less a 25% withdrawal fee
- ii. Administration fees are non-refundable
- iii. Skate Canada fees are non-refundable; membership will remain active for the season

c. No prorated refunds will be issued after the established cut-off date.

d. For payment plans, any outstanding balance will be charged within 48 hours of withdrawal processing.

e. If a skater wishes to change the session they are registered for to another session, there will be a \$30 administrative fee charged and any cost difference between the sessions must be paid prior to the skater attending the new session. If a skater is advanced from CanSkate to StarSkate or PowerSkate at the request of the coach, there will be no administrative fee charged for the transfer.

5. Power Skating Sessions and Hockey Camps

a. Power Skating sessions and Hockey Camps are excluded from all standard refund provisions. Due to the short duration and intensive structure of these sessions, no refunds will be issued for Power Skating and Hockey Camp registrations unless accompanied by a valid medical note from a licensed healthcare provider confirming the skater is unable to participate.

b. If a power skating coach recommends a skater register for a different session based on skill level, all efforts will be made to offer an appropriate alternate session to the skater. If the skater is unable to participate in that session, a refund may be issued.

c. Refund or withdrawal requests related to scheduling conflicts, change of plans, or personal preference will not be considered for Power Skating sessions or Hockey Camps under any circumstances.

d. Administration fees remain non-refundable in all cases.

Additional Notes:

Skaters who register and begin participation after the refund cut-off date will not be eligible for refunds if they choose to withdraw from the session. However, eligibility for consideration under the illness or injury provisions and CanSkate trial period (where applicable) will still apply.



MSC 006: Policy – Withdrawal & Refund

Review of Policy:

This Policy shall be reviewed by the Board of Directors at least every three (3) years, or sooner if required due to changes in legislation, financial conditions, or organizational circumstances.

Policy Approval:

Approved by the Board of Directors of the Moore Figure Skating Club on:

Date: _____

President: _____

Secretary: _____