



MSC 007 - POLICY - WITHDRAWAL & REFUND

PURPOSE

To provide a fair and reasonable approach for both MSC and our club 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 fees, coaching fees and administrative costs.

Session withdrawals affect MSC's ability to cover their operating costs and limit the likelihood of filling a vacant skater position.

SCOPE

Applies to CanSkate, Starskate Group and Starskate private sessions. This policy does not apply to Power skating sessions.

RESPONSIBILITIES

1. MSC Board of Directors

- a. Establish refund cut off dates for full and partial refunds for each session which will be four weeks from the start of the scheduled fall/winter session.
- b. The Refund Policy, including refund cut off dates, will be communicated as part of the registration process in Uplifter, in a stand alone document that must be acknowledged by MCS members.

2. Members/Guardians

- a. Must notify MSC Registrar (registrarmooreskatingclub@gmail.com) when a skater will be withdrawn from a session, with at least 5 business days advance notice of the withdrawal. If 5 days advance notice is not provided, it will impact the date of withdrawal and any potential refund amounts.

POLICY

It is the policy of MSC that refunds for sessions may be issued in the following circumstances:

1. Prior to Session Start

- a. Prior to the start of the session, all programs are eligible for a full refund, minus the administration fee. Five days advance notice of the withdrawal is required.
- b. If paid in advance, the volunteer fee will be refunded.

2. CanSkate Two Week Trial

- a. A new participant in the CanSkate program may withdraw and receive a full refund, minus the administration fee, within 2 weeks of starting participation.
- b. The Registrar must be informed of the withdrawal at least 48 hours prior to the two week cut off date. If 48 hours advance notice is not provided, the Skate Canada fee will



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be charged and cannot be refunded. The skater will continue to have a Skate Canada membership for the remainder of the season.

- c. If paid in advance, the volunteer fee will be refunded.

3. Illness or Injury

- a. When sufficient evidence is provided to the club that a skater can no longer reasonably participate due to illness or injury, a partial refund for the remaining sessions may be issued at the discretion and approval of the Board of Directors.
- b. A written request must be sent to mooreskateclub@gmail.com.
- c. The refund will be calculated as follows:
 - i. Remaining sessions cost, less 25% withdrawal fee.
 - ii. The administration fee is not refundable.
 - iii. The Skate Canada fee is not refundable. The skater will continue to have a Skate Canada membership for the remainder of the season.
- d. Depending on how long the skater has participated in the session, if paid in advance, the volunteer fee may not be refunded.

4. Session Withdrawal – A partial refund may be issued when a skater chooses to withdraw from a session prior to the defined cut off date. The refund will be calculated as follows:

- a. If the withdrawal occurs before the defined cut off date as indicated in the Refund Policy, a partial refund may be issued as follows:
 - i. Remaining session cost, less 25% withdrawal fee.
 - ii. The administration fee is not refundable.
 - iii. The Skate Canada fee is not refundable. The skater will continue to have a Skate Canada membership for the remainder of the season.
- b. No pro rated refund will be issued after the defined cut off date.
 - i. Full balance of session will be charged within 48 hours for sessions paid via payment plan.

5. Spring, Summer and Power Skating Sessions - There is no established cut off date for Power skating sessions, Spring and summer skating sessions. These sessions are typically shorter in duration. Refunds may be issued prior to session start and due to illness or injury, as described above.

Additional Notes

Skaters who register and begin their participation after the Refund Cut off dates, will not be eligible for any refunds if they choose to withdraw from the session. The two week new Canskate Trial period and partial refund in case of illness or injury will still be considered.