



## Niagara on the Lake Skating Club – Policy and Procedure

OCN: 000403099

### **Refund Policy**

**Document Classification:** Policy

**Related By-Law(s):** Membership By-Laws 1-7

#### **Document control:**

|                      |                        |
|----------------------|------------------------|
| Implementation       | Date: June 10, 2003    |
| Last Review/Revision | Date: January 29, 2026 |
| Next review by board | Date: July 1, 2026     |

#### **Policy purpose:**

This policy provides the Board of Directors and committee members with policy and procedure regarding membership registration refunds.

#### **Policy scope:**

This policy applies to all members, member families, the Board of Directors, and committee members of the Niagara-on-the-Lake Skating Club (NOTLSC).

#### **Policy statement:**

Members requesting a full or partial refund must notify the Niagara on the Lake Skating Club Registrar board member at [skatenotl\\_registrar@outlook.com](mailto:skatenotl_registrar@outlook.com) stating their request and reason for the refund. A refund request form (Found in Refund Policy Addendum Document) is required to be filled out by the member for all refund requests. The Membership Chair will address this email and then forward to both the Treasurer and the Director of Skating Programs.

Refunds will be granted up to and including the 4<sup>th</sup> week from the program start date.

Refunds will not be granted after the 4<sup>th</sup> week of the program start date unless a medical certificate is received.

No refunds for sessions missed due to short-term illness, vacations, holidays, competitions, tests, bad weather, maintenance, equipment failure, etc.

All fees for the full Skate Canada membership, showcase fee, Uplifter registration fee, Uplifter credit card fee, and lottery tickets/or fundraising fee applied to original invoice are non-refundable. An administration fee of \$25.00 per skater is also to be deducted from the refunded amount.

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All off-Ice program fees are non-refundable.

Competitive on ice sessions are non refundable.

### **MEDICAL REFUNDS:**

Skaters are eligible for a refund due to medical reasons after missing four (4) consecutive weeks of skating, and beyond those four (4) missed weeks, reimbursement will be prorated.

All medical refunds are considered on a “**per skater**” basis, and must be voted on by the Niagara on the Lake Skating Club Board of Directors at a board meeting.

*Example:* Skater misses 6 weeks of skating in the winter program. The skater will receive 2 weeks reimbursement (6 weeks – 4 weeks).

Any medical refunds grants are pro-rated (from the time of the program start date), less fees for the full Skate Canada membership, showcase fee, Uplifter registration fee, Uplifter credit card fee, and lottery tickets/or fundraising fee applied to original invoice are non-refundable. An administration fee of \$25.00 per skater is also to be deducted from the refunded amount.

All amounts may change at the Board of Directors direction.

Skaters must provide the following to the Membership Chair within thirty (30) days of the skater’s injury or illness:

- Medical Certificate from a Medical Professional
- Letter from the parent(s) detailing the reasons for the refund

The documentation will be reviewed and is subject to approval by the Board of Directors.

### ***Document History:***

Policy June 10, 2003

Revised July 2018

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