

# **Refund and Fee Adjustments Policy**

Last Updated: November 27, 2023

## **Preamble**

Members of the Hamilton Victoria Curling Club are required to pay curling fees in full prior to the start of the season. Under normal circumstances, the Hamilton Victoria Curling Club does not refund membership fees. However, due to unforeseen circumstances a member may not be able to complete the schedule for the season and be eligible for a fee return.

## **Policy**

It is the policy of the Hamilton Victoria Curling Club to consider refunds for members who must withdraw from regular curling.

A refund may be granted by the Board of Directors for the following reasons:

1. The member experiences illness or injury leaving the member unable to curl for the balance of the current season.
2. A member has received an employment transfer to another location.
3. The member is registered to play for the second half of the season and requests a refund prior to January 1 of that current curling season due to not continuing to curl following the christmas break.
4. Other refund reasons which have been deemed appropriate by the Board of Directors.

A member who has registered and paid for one or more leagues, and who subsequently determines that they cannot play in the regular curling season or remainder of the curling season may, by notice in writing or email to the Board of Directors, withdraw from one or more leagues, and may be entitled to a refund based on the following schedule:

1. On or before the start of the curling season, marked by the Sunday following Thanksgiving: full refund of the membership base fee, league fees, and all other ancillary fees plus applicable taxes.
2. From the start of the curling season or later: a prorated amount of membership fees, based on the number of weeks left in the curling season once the request for refund has been received, will be granted. The volunteer fee will be returned in full, if paid. The reserve fee will be considered non-refundable at any point following the start of the curling season.
3. If a Youth member does not wish to play in the curling season for any reason and withdraws by the end of 3 weeks of play, a full refund will be provided including all fees and taxes.

## **Qualifications and Details for Refund Due to Long Term Absence from Curling**

Members that may be considered for a refund of paid fees due to a long term absence from curling are defined as being regular curling members who are away for a minimum of 8 consecutive weeks during the curling season, not including the week between Christmas and New Year's (this week does not break the consecutive weeks), to a maximum of 50% of their curling membership fees (not including reserve fee or volunteer fee). These members will be considered for a prorated discount on membership fees (including league fees) but are still required to pay the full volunteer and reserve fee, if applicable. Requests for consideration for a refund rate should be sent at the same time as registration is completed, and no later than November 1 of that curling season if because of vacation or travel plans. Should the member face illness or injury that lasts for 8 weeks or more the member should inform the Board of Directors as soon as they are able to do so.

## **Events Beyond the Control of the Club**

If there are events outside of the control of the Club, including (but not limited to) closure of the Club, modification of the curling season, and/or delays or alterations in league play or other Club activities; the Board of Directors may, based on the particular circumstances, consider paying refunds, partial refunds or no refunds of membership fees. The decision of whether to refund membership fees will be at the sole discretion of the Board of Directors.

## **Procedures**

1. Written or email notice for a request for refund should be sent to the Board of Directors for review as soon as a member is aware that they should be considered for a refund, unless a specific date has been stipulated within the above policy. This note should include the number of weeks already (or to be) played and the reason for the withdrawal.
2. The membership coordinator from the Board of Directors is responsible for the overall implementation of this policy and therefore the review of all submitted requests for refunds.
3. Refunds, regardless of the reason, should be issued once the account is showing a credit balance as updated by the membership coordinator from the Board of Directors or trusted appointed volunteer. Any refund requests received, if approved, will be refunded to the billed credit card or by cheque, if requested