



## **Policies**

### **Refunds**

All requests for refunds are to be in writing within 2 weeks of the start of the session. There will be a \$35 charge applied for your Skate Canada Fee as well as a \$20 administration fee that will accompany any granted refund.

NO refund will be granted outside of the 2 week period

### **Medical/Injury Requests**

Medical/injury requests are to be CREDIT only. They will be considered after 4 or more weeks have been missed by the skater and we (The Board) reserve the right to request a medical note from a physician.

### **NSF Payments**

NSF cheques will be charged \$25 for the first cheque and will be at the discretion of the Treasurer as to further consequence.

### **Overdue Accounts**

Any member whose account is past due by 15 days will be notified. If the fees are not paid within thirty (30) days, all privileges of membership including the right to try tests will be revoked.

### **Session Registration and Moves**

All skaters must be registered for the club session ice they skate on. In order to accommodate all skaters safely, all members must skate on the highest session for which they qualify. There will be NO exceptions to this rule unless the board deems necessary. Movement to a higher session is only allowed provided the following conditions are met:

- 1) The skater must have passed the required tests
- 2) A letter from the skater and signed by their coach must be received by the Membership Chair
- 3) There is space on the session the skater is requesting
- 4) The session has not started or if it is the Fall/Winter session, the request is received prior to January 1st (in this case movement will only occur in January)

Please note that skaters becoming qualified for a higher session (future session) than they are registered for MUST request to move up prior to the start of the next session. Any move will be done in priority of the receipt of the request and a waiting list will be created as necessary.

### **Volunteer Hours**

Hours must be completed by ADULT family members. Volunteer hours contributed by skaters do not count towards the total