

## **SAFSC Payment and Refund/Credit Policy**

### **Payments**

Payment for all SAFSC programs/events is due as noted on the invoice issued for the program/event.

For fixed fee programming/events invoices will be issued on the intent to train deadline date or a reasonable date prior to the first day of training.

In the case of programs/events for which the fees are not known in advance, such as attendance at competitions or special training camps, members will be advised of an estimate of the event/program cost. A deposit for the program/event may be requested. The deposit must be paid prior to your athletes' participation in the program/event. After the completion of the program/event you will be invoiced for the balance owing, due on receipt. The balance owing must be paid prior to registering your athlete for another program/event.

In the event of non-payment or overdue balance on account athlete participation in SAFSC programs/events may be suspended.

### **Elective Withdrawal:**

#### **SAFSC On-Snow Programming**

Prior to the intent to train deadline or first day of training, whichever is first the program fees paid less \$100 or 25%, whichever is less will be refunded. Once paid training commences no refund/credit will be provided. Deposits will not be refunded/credited.

#### **All Other SAFSC Programming/Events**

Prior to the intent to train deadline or first day of training, whichever is first, the program fees paid less \$100 or 25%, whichever is less will be provided as credit for future SAFSC program/events. Once the intent to train deadline or first day of training commences paid program/event fees will not be refunded. Deposits will not be refunded/credited.

#### **Withdrawal Due to Pre-Season/In-Season Injury:**

If an athlete is injured prior to the program/event start date and is unable to participate for any part of the program/event fees paid less \$100 or 25%, whichever is less will be refunded/credited. If an athlete is injured during a program/event and is unable to continue in the program/event the program/event fees will be refunded/credited pro rata based on the number of scheduled days remaining less 25%. A Physicians note will be required. Deposits will not be refunded/credited.

#### **Withdrawal Due to Dismissal:**

Under no circumstances will a refund of any kind be made to athletes or families who are dismissed from the program or the Club for breaches of team policies, including the Athlete Code of Conduct.

**Daily Cancellations Due to Weather:**

- Efforts will be made to make up missed days throughout the season.
- No partial or prorated refunds/credits will be offered for cancelled training days due to weather conditions.

**COVID Cancellation/ Refund Policy**

Details of the Club's Return to Sport Policies and Procedures for the season will be communicated to members prior to the start of the on snow season. Guidelines from Alberta Health Services and the venues that host SAFSC will be monitored throughout the season. SAFSC reserves the right to modify this policy. All changes to the policy will be communicated to the Club members.

COVID days are defined as SAFSC program/event days missed due to a provincial health order or facility closure or if the Club is unable to offer programming for COVID related reasons.

If we have to cancel days as a result of COVID restrictions, a refund/credit would be applied as follows:

- Efforts will be made to make up missed days throughout the season.
- If program/event days are terminated due to a provincial health order or facility closure, program/event fees will be refunded/credited pro rata based on the number of scheduled days remaining less 25%.
- SAFSC On-Snow season will be considered complete on March 15<sup>th</sup>. No refund/credit will be issued after this date.