

Refund Policy

A) Medical Refunds:

Skaters are eligible for a refund due to medical reasons after missing a minimum number of weeks of skating after which reimbursement will be prorated:

- Two consecutive weeks of skating during the Spring or Fall program
- One week during the Summer program
- Four consecutive weeks during the Winter program

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

Skaters must provide the following to the office manager within thirty days of the skater's injury or illness:

- Medical Certificate from a physician
- 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. Reimbursement will be pro-rated Reimbursement will be in the form of a credit toward the upcoming season. The skate Canada fee and fundraising fee/booklet is non-refundable for any reasons.

B) General Refunds:

Refunds for non-medical reasons are available to skaters registered in Preschool, CanSkate and CanPower if withdrawal occurs prior to the third class in the session. A letter from the parent(s) detailing the reason for the refund must be provided to the office manager and forwarded to the Board of Directors. For all other levels, refunds will not be provided for skaters who withdraw from the program. However, the Board of Directors may consider exceptions on a case by case basis in circumstances such as the following: relocation of the skater's family to another community, and for compassionate reasons.

All reimbursements are subject to a \$25.00 service charge. The refund will be pro-rated for ice time used.