



Georgetown Skating Club

Payment and Refund Policy

Policy # GSC 2

Related By-Laws:

GSC Constitution and By-Laws www.georgetownskatingclub.ca

Related Legislations:

Skate Ontario <https://info.skatecanada.ca/index.php/en-ca/guides/16-club-and-skating-school-operations-guide.html>

Related Procedures:

Georgetown Skating Club Handbook

Document Control:

Implementation	August 28 th , 2020
Next Review by Board	August 28 th , 2023

Policy Purpose:

Georgetown Skating Club Payment and Refund Policy was developed to ensure the Georgetown Skating Club members are educated and have the proper information regarding payment and refunds with the Club.

Policy Scope:

Payment and Refund Policy applies to all Georgetown Skating Club and Skate Canada Members. Georgetown Skating Club members will need to adhere to the policy.

Policy:

Policy will be implemented on the first day of registration until last day of skating. This policy may be updated at any time.

Please be aware that Georgetown Skating Club (GSC) incurs costs as soon as you register for our programs as we pay registration and insurance to Skate Canada on your behalf for each skater, sign contracts with coaching staff based on numbers registered, and contract and pay in advance for ice with the Town of Halton Hills.



Member in Good Standing:

A member should be eligible to be registered as a Skate Canada member in order to be considered a member of the club in good standing. For a member of the Club to be considered in good standing with the Club, that member must pay Club fees as are stipulated by the Club Board of Directors in advance of the membership year in question. Members will be considered in arrears if payment arrangements or any other outstanding fees become incomplete and not rectified within 15 days of the payment due date. Any member whose account is in arrears will be notified in writing, by a club representative, to resolve this issue immediately. If the member's account is not brought up to date within 15 days of this notification, he/she shall not be allowed to either enter the ice surface and/or be able to participate in competitions, test days, ice shows or other club activities until outstanding fees have been paid. Appropriate payment arrangements are at the discretion of the Board of Directors. Termination of club membership may result if no arrangements for and collection of outstanding fees is accomplished. (Please see GSC Constitution and By Laws)

Skate Canada Membership Fees:

When you register for a skating program at GSC, members are required to become a member of Skate Canada. This annual fee is valid from September 1 to August 31 (you will only pay it once during a season, no matter how many STARSkate or other sessions you register for). It includes insurance coverage, along with access to all Skate Canada programs. Please note that your skater information will be shared with Skate Canada through this website. This fee does not stay with the club but is sent on to Skate Canada. For more information about Skate Canada, visit www.skatecanada.ca. Skate Canada fees are 100% non-refundable.

Payments:

All fees are indicated online through the registration page of our website and are subject to change at any time. Fees will not be pro-rated for late registration. Special consideration will be brought to the Board to be discussed. All program changes and withdrawals will be subject to a \$15 change fee. This is not a one-time charge. Each subsequent change will incur the \$15 change fee. All session fees can either be paid in full, up front or in the following installments:

- 40% due upon registration
- 20% due on October 1
- 20% due on December 1
- 20% due on February 1 (if you are paying for full season)

All fees can be paid online by credit card, e-transfer or by cheque within 3 days of registration. If paying by installment payments by cheque, please provide post-dated cheques for your future installment payments.



Withdrawals/Refunds:

All withdrawals and changes must be done in writing to info@georgetownskatingclub.ca. We do not accept in person or over the phone withdrawals or changes. We are fully self-funded and receive no subsidization. Therefore, regretfully, once the program has started, we are unable to offer refunds on our skating programs. (Exception: Refund for Medical Reasons) There are no refunds for off-ice classes either due to injury or withdrawal.

Medical/Injury Requests:

Medical/Injury requests for refunds or account credit should be directed to the administrator and the Board of Directors immediately at info@georgetownskatingclub.ca and will only be considered if 2 or more weeks have been missed by the skater, or where medical documentation can be provided to support a prolonged absence. GSC reserves the right to request additional medical documentation from a physician to support the request and further evaluate the request of the member. All requests for refunds or account credit must be in writing to the Georgetown Skating Club. All refunds approved for medical reasons will be less the \$35.00 Administration fee and \$50.00 Skate Canada Fee. Georgetown Skating Club will not be offering refunds due to illness due to communicable disease.

Communicable Disease modification/restriction/postponing or cancelling of Georgetown Skating Club activities:

Based on the evolving pandemic, Georgetown Skating Club must be prepared to follow public health, municipal /provincial government and sport recommendations regarding modifying/restricting/postponing or canceling activities. Please see GSC Communicable Disease Procedures. Georgetown Skating Club will not be offering refunds due to illness due to communicable Disease.

In the event that the rink is closed as a result of a government mandate due to a communicable disease, the Georgetown Skating Club board of directors will determine the options, if any, for refunds or credits to be applied to the following season and will communicate them to the members.

Missed Classes:

Participants are to attend all classes as scheduled for the program in which they are registered. In the event that a participant is unable to attend a scheduled class(es) and/or make-up class(es), refunds, or credits for the missed class(es) will not be provided.

1. There are no opportunities for make-up sessions for sessions missed for any personal reasons.
2. Make-up classes will not be offered as a result of RAIN, SNOW OR OTHER INCLEMENT WEATHER
3. Georgetown Skating Club will not be offering make up classes due to illness due to communicable Disease.



August 28,2020

Guest and Pick-Up sessions:

Guest skating is primarily offered to our GSC members and those currently registered with our StarSkate program. Guest skating is on a first come first-served basis on sessions where registration has not reached maximum capacity and the level is appropriate.

Guest Skaters who are from out of club need to provide GSC with their Skate Canada number to ensure that the fee has been paid. Alumni skaters need to pay the Skate Canada Fee and the \$25 guest fee. Skaters need to email info@georgetownskatingclub.ca 48hrs prior to when they wish to guest skate in order to process the registration and ensure space in the session is available.

Prior to test days or to prepare for competition, skaters may pick-up STARSkate sessions for a fee of \$25, if space allows, and the level is appropriate. Please contact info@georgetownskatingclub.ca for more details.

All guest skate fees must be paid prior to entry on the ice and fees are \$25 per guest skate. Fees can be paid online and a visual receipt shown to the coach or can be paid by cash and the envelope submitted to your coach. The \$25 fee for each session applies, as long as space on the ice permits.

Volunteers:

The Georgetown Skating Club is a volunteer-run organization. In order to ensure that our club can offer the best programs and events for you and your children, we need your help! Getting involved with the club is a great way to actively participate and contribute to your child's activities and can help you understand the skating programs and each skater's own development and progression. Volunteering doesn't have to take a lot of time! We have positions and roles available to suit each individual(s) needs and time commitments.

Georgetown Skating Club charges the StarSkate Program a \$100 volunteer fee. StarSkate families have the option to earn the volunteer fee back by completing 10 hours of volunteer time. Volunteer opportunity emails are sent to the StarSkate membership with a sign up sheet which indicates hours earned for each activity.

If you're interested in volunteering - no matter how small or large a role - please email info@georgetownskatingclub.ca.

If you see a Board position that you are interested in, but the position is already filled, contact us, and we can show you the ropes for next season!