



## **Adult Skate Fee and Refund Policy**

### **FEES:**

All skaters are required to register through the Cranbrook Skating Club's skater registration and administration system - Uplifter.

All skaters are required to have a valid Skate Canada membership. These memberships are valid between September 1 through to August 31 each year. This Fee is non-refundable.

All skaters are required to pay an Administration fee. This fee is non-refundable.

### **ACCOUNTS IN ARREARS:**

The Cranbrook Skating Club is a non-profit organization and always requires all member accounts to be in good standing. Any member with an account in arrears or past due will be contacted/reminded through the Cranbrook Skating Club's skater registration and administration system and reminded that their account (or installment payment) is past due.

Skater accounts fees are due in full prior to a skater beginning a session unless a payment plan has been set up via the Uplifter Registration system. Payment plans are not available for all registrations.

Any member with an account in arrears will be deemed to have terminated their club membership and will not be permitted to skate with the club (including partaking in test days, competitions etc.) until the account is in good standing. No refunds will be given for classes missed while accounts are in arrears.

There will also be a \$30.00 service charge for all Non-Sufficient Funds (NSF) cheques. Costume Deposits may be required for full-year programs, as set out in the Uplifter registration for the Winter 2021 season.

### **REFUNDS**

Skater's may withdraw from a program prior to the first day of classes. The request to withdraw must be made in writing to the Club email: [cranbrookskating@gmail.com](mailto:cranbrookskating@gmail.com)

The Club will refund all program fees less the Administration Fee and Skate Canada Fee.

All new skaters to the club (who have not skated with the Club in prior programs or years) can make a written request to withdraw from a program within the first week of their program start date. The request to withdraw must be in writing to the Club email: [cranbrookskating@gmail.com](mailto:cranbrookskating@gmail.com)

The Club will issue a pro-rated refund for the remaining lessons less the Administration Fee and Skate Canada Fee.

All requests to withdraw due to a major illness or injury that result in the skater being unable to return to skating during the program term must be accompanied by a supporting doctor's note. The Club will issue a pro-rated refund for the remaining lessons less the Administration Fee and Skate Canada Fee.

No refunds or make up lessons will be offered for lessons missed due to short-term illness (e.g. colds or flus), vacations, or management disputes. No refunds (with the exceptions noted) will be given if a skater leaves by his/her own accord or is expelled by the club.

The Cranbrook Skating Club Executive Board has the authority to modify, restrict, postpone or cancel training sessions of any kind, whether on or off ice. Refunds for cancelled programs will be on a pro-rated basis for missed classes only and will be refunded to skater accounts crediting the initial form of payment.

If you require clarification on any of the Cranbrook Skating Club's policies, please contact our club President at: [cranbrookskating@gmail.com](mailto:cranbrookskating@gmail.com)