



## **STARSkate Fees and Refunds**

### **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.

Skaters may be required to pay an Administration fee. This fee is non-refundable.

Payment of fees, which includes skater registration, the Skate Canada Fee and the Administration Fee must be paid prior to the first day the skater's program starts. Fees are payable in full, unless the Club's registration system, Uplifter, offers the option of an interim payment of the program registration fees.

RisingStar sessions are group coached unless otherwise noted. StarSkater fees do not cover coaching. Coaching fees are invoiced directly by coaches to skaters. Skaters are responsible for ensuring their coach is aware of lesson requirements and for arranging for coaching from the club's coaching team.

### Drop In Fees for Cranbrook Skating Club members

During the regular season drop in costs are \$20.00 per hour. For all other skating times (ie. winter or spring break) drop in costs will be \$30.00 per hour. Skaters can only drop in during sessions appropriate to their level as approved by the coaching staff.

### Out of Club Drop in Fees

Skaters who are not members of the Cranbrook Skating Club must receive approval from the Cranbrook Skating Club Executive to drop in and if approved the fee is \$30.00 in advance per hour.

Out of club skaters who wish to register for a program will be subject to a \$150.00 out of club surcharge which must be paid in full with the program fees prior to skating. The surcharge will be manually invoiced by the Membership Director for the club.

Any skater registering in two or more programs is considered a member of the Club is required to volunteer and participate in fundraising for the club. In this case the \$150.00

out of club surcharge does not apply as the skater is then considered a member of the club.

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

The request to with withdraw must be made in writing to the Club  
email: [registration@cranbrookskating.com](mailto:registration@cranbrookskating.com)

Refunds will be made to the member's Uplifter Account unless a request in writing to the CSC Board is made for a cash refund.

RisingSTAR and STARSkate participants requests to withdraw once classes have begun must be sent in writing to the Club Executive Board at [registration@cranbrookskating.com](mailto:registration@cranbrookskating.com) indicating the date and medical reason for withdrawal, accompanied by a Doctor's Note. A pro-rated refund of program fees will be granted less the Skate Canada fee, the club's Skater Administration Fee and a \$200 withdrawal fee upon approval by the Club Executive Board.

Refunds or make up sessions will not be offered for sessions missed due to minor illness (colds, flus, including but not limited to COVID-19), vacations, competitions, tests, management disputes or due to skater suspension or expulsion by the club.

Skater Accounts: Monies owed in the skater accounts will not be paid out in cash unless for a program refund that is approved by the Club Executive Board. If a member leaves the club and has money in their skater account the member may request the funds be transferred to another existing club member to or the money can be donated to the club. Skater accounts for members leaving the club will not be kept active upon their departure from the club.

All other special requests by members are subject to board approval.

Spring/Summer/Christmas (weekly registration programs) are non-refundable once in progress. A participant can withdraw prior to the start of the program. The Club will refund all program fees less the Administration Fee and Skate Canada Fee.

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: [president@cranbrookskating.com](mailto:president@cranbrookskating.com)

