



## CARLETON PLACE CURLING CLUB Refund Policy

This document establishes the Carleton Place Curling Club's ("CPCC") policy for refund of Membership Fees. For the purposes of this Refund Policy, the following definitions shall apply:

**"League Fee(s)"** shall be defined as the league fees paid by an individual to curl with CPCC during a fiscal year, being September 1st to August 31st but does not include Membership and Other Fee(s).

**"Membership and Other Fee(s)"** shall be defined as the fees paid for club membership, the infrastructure fund, locker rental, purchase of name tag, volunteer opt out fee, entry into weekly 50/50 draw, credit card administration fees and any other ancillary fees which CPCC may add from time to time.

Upon receipt and processing of a registration by the CPCC, there shall be no refunds of fees except for the following circumstances:

- i. the member sustains an injury or illness during the curling season and is unable to curl for the balance of the season;
- ii. the member is relocated outside of the area due to work or family reasons;
- iii. the member withdraws prior to the start of their first night of curling in Draw 2 or 3 (this section (iii) is not available under Draw 1);
- iv. a new or youth member curling for the first time withdraws within the first four weeks of the season;
- v. a league is canceled before the curling season begins;
- vi. a reason deemed valid by the Board of Directors;
- vii. the member has overpaid.

All fees can be refunded if a request to cancel a registration is made prior to the league start date for the season.

A request for refund should be sent by email to [membership@cpcurling.ca](mailto:membership@cpcurling.ca) with a copy to [treasurer@cpcurling.ca](mailto:treasurer@cpcurling.ca). The request for refund will be reviewed and if eligible, shall be processed as follows:

- a refund of Membership Fees under section i. or ii. above will be calculated on a pro-rated basis, based on the number of weeks remaining in the season and/or draw as applicable; and
- a CPCC administration fee of \$25.00 will be deducted on any refund processed under section i. ii. iii. or iv. above; and
- CPCC will use its best efforts to process the request and refund the Membership Fees within four weeks of receiving the request for refund

CPCC will not refund Membership Fees in the event the member:

- is expelled from CPCC;
- voluntarily withdraws from CPCC unrelated to any of the situations listed in sections i. to vi. above.
- requests a refund or credit related to a previous curling season.

In the event of a club shutdown after the season start dates, refunds for **League Fees** will be prorated based on the number of weeks of operation.

Other Fees as defined herein are non-refundable.

Rev. 7Aug2022