

Background/Issue

There was an inconsistency in how decisions for refunds were applied by the Arnprior Curling Club.

The need for a policy was identified by the ACC Board Members in order to ensure fairness in the application of the request for refunds by applicants.

Policy Decision

1. A new or youth member is entitled to a full refund in the first four weeks of the season.
2. No request for a refund will be accepted in the last five (5) weeks of the season.
3. A member with a valid reason is entitled to a refund calculated as follows:
 - a. Pro-rated fees for the remaining weeks of the season less a 5% administrative fee
4. Valid reasons for obtaining a refund include:
 - a. The member sustains an injury or illness during the curling season and is unable to curl for the balance of the season.
 - b. The member is relocated outside of the area due to work or family reasons.
 - c. The member withdraws prior to the start of their first night of curling at beginning of Fall session or first night of curling in January.
 - d. a league is cancelled before the curling season begins.
 - e. A reason deemed valid by the Board of Directors.
 - f. The member has overpaid.
5. All fees can be refunded if a request to cancel a registration is made prior to the league start date for the season.

6. Requests for a refund should be sent by email and directed to the Membership Director who is responsible for the administration of this policy. arnprior.curling@gmail.com
7. Should the Membership Director be uncertain about the validity of the reason for the request for a refund or the amount to be refunded, they will consult the President and the Treasurer who together with the Membership Director will make a final decision on the matter.
8. Should a member be dissatisfied with the decision of the Membership Director they can ask the matter to be reviewed by the President and the treasurer who will make a decision on the matter. They can ask that the matter be reviewed by the ACC Board of Directors for a final decision.

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

-is expelled from ACC

-voluntarily withdraws from ACC unrelated to any of the situation listed in sections a-f above

-requests a refund or credit related to a previous curling season

ACC will use its best efforts to process the request and refund the Membership Fees within four (4) weeks of receiving the request for refund.