



## Perth Stingrays Aquatic Club Refund Policy

Effective July 2022

Fees are collected and used to fund the Club's expenses, including pool rentals and coaching salaries. The amount of the swimmer's fee is calculated based on a number of factors, including, but not limited to:

- frequency of training, and/or
- training level, and/or
- competitive status (based on group), and/or
- age (exclusive to annual Swim Ontario competitive registrant fee), and/or
- residency

As a non-profit organization, our budget is impacted by registration numbers. The Club relies on the income generated by fees to ensure it can cover committed expenses. The refund policy has been established to provide transparency to our swimmers and swim families, set clear refund expectations, and ensure that the Club can meet financial responsibilities.

### Resignations – Annual Registrations

The Perth Stingrays Aquatic Club fees are for annual registrations for the full season; they are not a monthly membership. Fees may be paid in full at the time of registration, or the club offers a payment plan of 8 installments (paid at registration, then on the 1<sup>st</sup> of each month, Oct – April); swimmers and/or swim families may select their payment preference during registration.

A member may resign from the club, including for medical reasons, as outlined:

- Official notice must be sent to the Perth Stingrays Registrar email address [registrar@perthstingrays.com](mailto:registrar@perthstingrays.com)
- Only training fees are eligible for refund, all other fees (ex. Swim Ontario fees, Township fees, meet fees, etc) are non-refundable.
- Resignations made on, or up to, February 28<sup>th</sup> are eligible for a partial refund of annual training fees, as outlined below.
- Resignation made on, or after, March 1<sup>st</sup> are not eligible for any refund of annual training fees.
- A swimmer must provide the Club with 30 days written notice. During the 30-day period, training fees continue to be assessed. For example:
  - If a swimmer is utilizing the installment payment schedule, and resigns November 9<sup>th</sup>, the 30-day period will be November 10<sup>th</sup> – December 9<sup>th</sup>. The swimmer will remain responsible for the December 1<sup>st</sup> fee assessment, and would not be assessed swim fees January 1<sup>st</sup> or onward.



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- If the same swimmer had paid swim fees annually, their refund would be based on the same calculation; they are responsible for the amount of the December fees, but would be refunded fees for January 1<sup>st</sup> and onward.

Please note that if you are taking advantage of the Clubs payment plan, your credit card will continue to be billed as per the regular schedule, during the 30-day notice period.

### Resignations – Session Registrations

Due to the short nature of session registration, no fees are eligible for refund for swimmers registered in a session (ex. Intro to Stingrays). However, swimmers and/or swim families will have the opportunity to opt-in or opt-out after each session. Should a swimmer or their family decide to opt-out, no additional fees or penalties are owed.

### Fee Reductions

There will be no reduction in fees for a swimmer not participating in all sessions. There will be no refund for a swimmer requesting a leave of absence from training.

The Club does not prorate training fees due to the inability of a swimmer to attend practices under any circumstances.

### Moving Groups

If a swimmer moves training groups, the new fee rate will come into effect on the first day of the first full month the swimmer spends in the new group; for example, if a swimmer moves groups on March 15th, the new fee rate will take effect on April 1<sup>st</sup>.

### Force Majeure

Should the Perth Stingrays not be able to provide services for a period of greater than 30 days due to a Force Majeure Event we will refund training fees on a pro-rata basis subject to the Perth Stingrays balancing to zero profit/loss for the fiscal year. A Force Majeure Event means the occurrence of an event or circumstance that creates an impediment to providing services that is beyond the Perth Stingrays reasonable control such as, but not limited to, plague, epidemic, pandemic, natural disaster, extreme natural or weather event and act of government authority.