



## **CANCELLATION AND REFUND POLICY**

The Red Deer Silhouettes Artistic Swim Club is a non-profit organization. The club strives to maintain the lowest possible fees, while providing the highest level of programming possible.

RDSASC incurs a variety of costs with the largest being pool bookings and coach wages based on registrations numbers. Due to these costs, the Silhouettes adheres to the following refund policy:

Any program cancelled by the RDSASC will be refunded in full to affected registrants.

### **1. Full Year Competitive or Recreational Program:**

- 1.1. Any withdrawal from the club must be formally submitted in writing to the Silhouettes Head Coach and the Silhouettes Board of Directors President.
- 1.2. Withdrawals prior to November 30, will require full payment to the end of the month of the withdrawal and will include any financial commitments made by the club on behalf of the athlete (which may include meet registration fees, apparel/suits, travel or equipment). Withdrawals made after November 30 will not be refunded.
- 1.3. Extra Routines such as duets and solos are non-refundable.
- 1.4. Membership dues paid to Alberta Artistic Swimming are non-refundable.
- 1.5. In the case of extraordinary circumstances (i.e. injury or serious illness), an appeal can be made to the Silhouettes Board of Directors. A doctor's note may be requested as confirmation of injury or illness. Refunds in this circumstance will be considered on a case by case basis by the Silhouettes Board of Directors.
- 1.6. Any athletes withdrawing from the Silhouettes competitive program without payment of outstanding required balances will be reported to Alberta Artistic Swimming.
- 1.7. Any bank service charges for dishonoured payments incurred by RDSSC will be charged to individuals.

### **2. AquaGo! and PreComp Programs:**

- 2.1. Withdrawal from a sessional recreation program can be requested via email at: [reddeersychro@gmail.com](mailto:reddeersychro@gmail.com)
- 2.2. Withdrawals occurring after the beginning of the third lesson will not be refunded.
- 2.3. Membership dues paid to Alberta Artistic Swimming are non-refundable.
- 2.4. For sessional recreation programs, the Red Deer Silhouettes does not offer refunds or make up classes for missed lessons.

- 2.5. In the case of extraordinary circumstances (i.e. injury or serious illness), an appeal can be made to the Silhouettes Board of Directors. A doctor's note may be requested as confirmation of injury or illness. Refunds in these circumstances will be considered on a case by case basis by the Silhouettes Board of Directors.
- 2.6. Any bank service charges for dishonoured payments incurred by RDSSC will be charged to individuals.

Cancellation and Refund Policy August 2022