



SEA DEVILS SWIM CLUB REFUND AND CREDIT GUIDELINES

OBJECTIVE: To identify the process for credit or refund of fees

DEFINITIONS:

Refund: the specified amount will be refunded to the swim family in the form of either a credit to the account or a check.

Credit: the specified amount will be credited to the swim account

POLICY: The following guidelines will be used by the Sea Devil Swim Club for consideration for fee credits or refunds. All requests must be submitted in writing to the Sea Devils Parent Board. Requests will be reviewed by the Board during regular scheduled board meetings. Written decisions regarding the request will be sent within 45 days of the request submission. All refunds will be issued as a credit to the swimmer's account unless there is a specific request for a check.

Non-Refundable items include but are not limited to:

1. Sea Devils Registration fee
2. USA Swimming/Minnesota Swimming registration fees which have already been submitted to the local governing body
3. Fundraising fee
4. Meet fees that are past the signup deadlines
5. Any equipment purchased from the Sea Devils

Volunteer Commitment:

Families are expected to fulfill their volunteer commitment to the club. If the volunteer hours are not worked by the end of the season, families will be charged a fee of \$250 plus \$50 for each unfulfilled point. In the event a swimmer quits swimming for the Club, the volunteer fee will still be charged to the account unless the following conditions are met:

1. The swimmer is moving out of the area
2. The swimmer has injuries or illness with written doctor's orders preventing a return. Swimmers receiving a credit will not be able to return until the following season.
3. The request to withdraw occurs within the first 2 weeks of the first scheduled practice for full-season swimmers, or within the first 2 weeks of the start of their season for partial season swimmers.

The following conditions will be considered for partial credit of level fees:

1. Moving out of area
2. Injuries or illness with written doctor's orders preventing a return to practice. Swimmers receiving a credit will not be able to return until the following season.
3. Requests to drop out of swimming received within the first 2 weeks of the first scheduled practice of the season for full-season swimmers. Partial season swimmers must cancel within the first 2 weeks of the start of their season. (Both are subject to a 10% cancellation fee)



The following conditions will NOT be considered for partial credit of level fees:

1. Vacations
2. Change of Clubs
3. Loss of interest in swimming or minimal attendance of scheduled practices
4. Disciplinary actions in cases where coaches have had to discipline swimmers resulting in absences from practice.

Private Lessons:

Periodically the club may offer private lessons for families. In the event that a family must cancel their private lesson, the fee can be refunded if notice is given to the coach at least 72 hours prior to the lesson time. If the cancellation comes after the 72-hour timeframe, family's accounts will be charged for the lesson fee. This 72-hour window allows us to either offer the time slot to another swimmer or cancel the pool time so as to not be charged for pool rental and coaching staff salary.

Master's Swimmers:

A Master's swimmer choosing to cancel their membership may do so with a 30-day written notice to the Parent Board.

The Sea Devils Parent Board reserves the right to change these guidelines without notice. These guidelines do not guarantee agreement for a credit nor are they intended to cover all the variable conditions we may consider. Each request will be considered on its own merits and circumstances.