



Subject: Refund/Credit Policy	Procedure No:
Approval Date: July 24, 2023	Approved By: Skate Windsor Board of Director
Effective Date: Sept 1, 2023	Revision Date: Jun 19, 2026

PreCanSkate/CanSkate/Adult/POWERskate Programs

Withdrawals:

Before sessions commence: Email requests must be received a minimum of **48 hours prior to the session start** to skatewindsor@yahoo.ca and allow up to 4 weeks for processing. Refunds will consist of repayment of any paid session fee(s) plus Skate Canada fee, less any processing fees. Refunds will be issued onto the credit card used to make payment, or if paid by cash the refund will be issued by cheque.

Once the session has begun: No refunds will be provided.

Injury:

1. Any skater in a qualifying program that misses four or more consecutive weeks due to an on-ice injury on a Skate Windsor session is entitled to a credit of prorated amount of the sessions missed minus \$30 administration fee. If a refund is requested, a \$50 administration fee will be charged.

A doctor's note must be provided to the Skate Windsor Board of Directors indicating that the injury is the result of the on-ice activity. The skater must present evidence that the injury occurred during a qualifying program offered by Skate Windsor.

2. Injury refunds are pro-rated from the date on the doctor's note or of the initial notification to skate windsor by email whichever is the later of the two. Please submit injury withdrawals as soon as possible after the injury via email to skatewindsor@yahoo.ca

Missed Classes:

Participants are to attend all classes as scheduled for the program in which they are registered. If a participant is unable to attend a scheduled class(es); **Make-up classes, refunds or credits will NOT be provided.**

STARSkate Programs

Withdrawals:

Before sessions commence: Email requests must be received a minimum of **48 hours prior to the session start** to skatewindsor@yahoo.ca and allow up to 4 weeks for processing. Refunds will consist of repayment of any paid session fee(s) plus Skate Canada fee, less any processing fees. Refunds will be issued onto the credit card used to make payment, or if paid by cash the refund will be issued by cheque.

Once the session has begun: No refunds will be provided.

Changes once the program has commenced:

1. Change requests must be in writing by email to skatewindsor@yahoo.ca at least 48 hours before the change can be implemented.
2. Refunds will not be issued once the program has commenced.

Injury:

1. Any skater in a qualifying program that misses four or more consecutive weeks due to an on-ice injury on a session is entitled to a credit of prorated amount of the sessions missed minus \$30 administration fee. If a refund is requested, a \$50 administration fee will be charged. A doctor's note must be provided to the Skate Windsor Board of Directors indicating that the injury is the result of the on-ice activity. The skater must present evidence that the injury occurred during a qualifying program offered by Skate Windsor.
2. Injury refunds are pro-rated from the date on the doctor's note. Please submit injury withdrawals as soon as possible after the injury.

Missed Sessions

Skate Windsor may at times allow a skater to make up missed sessions, but not guaranteed. When it is known that a skater will be missing their session, an email **MUST** be sent prior to the start of the session to the skatewindsor@yahoo.ca, if a make-up session will be requested for that missed time

To request the make-up session, an email is to be sent to skatewindsor@yahoo.ca with the request to be considered, it is at the discretion of the Board whether the missed session will be allowed to be made up.

Emails are to include Skater's Name; Day of Session; Session Name or time and reason and when they are requesting to make up the missed session.

A confirmation email will be sent out if the session will be allowed to be made up.

NO REFUNDS FOR ANY MISSED SESSIONS AND NO MISSED SESSIONS WILL BE ALLOWED TO BE CARRIED FORWARD TO THE NEXT SESSION. NO MAKE-UP SESSIONS WILL BE APPROVED FOR MISSED SESSIONS DUE TO COMPETITIONS.

Adding/ Changing A Session

If you wish to add a session, the added session must be paid before the skater can participate in the program. The session can be added by sending an email to skatewindsor@yahoo.ca , if space permits on that session.

If you wish to change sessions after registration, the difference in program fees must be paid before the skater can switch sessions. This will only be permitted if there is space on the session. Please email the request to skatewindsor@yahoo.ca .

Guest Skating

A guest skate is available for any STARSkater to attend a session for which they are not registered for but are qualified to skate on by emailing the request to skatewindsor@yahoo.ca. Guest skate fees are required to be paid prior to the start of the session. Fees can be paid by cash to a Skate Windsor Coach present, Board Member Present, e-transfer to billing.skatewindsor@gmail.com or via the emailed invoice.

Policy Administration

Skate Windsor maintains and reviews this policy every three years.