



TITLE/NAME OF POLICY: Refunds
Document Classification: Policy
Related By-Law(s):
Related Legislation (if applicable):
Related Procedure:

Policy # 2022-02

Document control:

Implementation	Date: November 8, 2022
Next Review By Board	Date: July 2023

POLICY purpose: To provide a guideline for refunding skating fees

POLICY scope: For all WTSC programs

POLICY statement:

Skate Canada fee is non-refundable. This fee is paid directly to Skate Canada and does not stay with WTSC.

An email or paper letter must be submitted to WTSC requesting program cost refunds, including date from which withdrawal from program is requested. Email may be directed to wtsc.info@gmail.com or mail to PO Box 614 Waterford ON N0E 1Y0. Program costs will be refunded based on a prorated amount. Missed classes will not be refunded. WTSC may request a physician's letter to process a refund.

Make up sessions for missed times are not guaranteed. If a session has the maximum number of skaters allowable, skaters may not make up missed classes on these full sessions, including both Canskate and Starskate.

The WTSC treasurer will complete any refunds or credits. Please allow for sufficient time for these to be processed.

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