



Perth Stingrays Aquatic Club Swim Fee Refund Policy

Effective August 18, 2020

Training fees are used to fund part of the club's major expenses including pool rentals and coaching salaries. The annual amount of the swimmer's training fee is determined by the training group level. Fees increase with the level and frequency of training.

As a non-profit organization, our budget is determined prior to the swim season based on registration numbers. We rely on this income to ensure that we can cover our committed expenses for the year. Our refund policy has been put in place to provide clarity to our swim families about refund expectations and ensure that we can meet our fiscal financial responsibilities.

Resignations: A member may resign from the club with refund as outlined below. Official notice must be sent to the Perth Stingrays Registrar email address registrar@perthstingrays.com

- Resignation made up to January 31st is eligible for a 25% refund of annual training fees.
- No refund of fees will be made for Resignation on or after Feb 1st.

Please note that if you are taking advantage of our fee payment plans that your credit card will continue to be billed on the scheduled dates after Resignation until the fees due are paid.

Refund for Medical Reason: Refunds will be granted at the discretion of the Board upon written application to the Club Registrar, accompanied by a letter from a medical doctor, describing the nature of the illness/injury. Such requests will be considered only after such time that the swimmer has been unable to train for a minimum of 1 month consecutively due to medical reasons/injury.

Fee Reductions: There will be no reduction in fees for a swimmer not participating in all practice sessions. There will be no refund for a swimmer requesting a leave of absence from training, except for validated medical reasons as described above.

We do not prorate training fees for inability to attend practices under any circumstances.

Moving to a New Group: If a swimmer moves to a different group, 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 group's fee rate will take effect on April 1st.

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.