



Saint John Fundy Swim Team Refund Policy

Background

Tide Swim Club strives to offer diverse programming to its membership that will offer the athlete high quality development opportunities. Tide's goal is to maintain reasonable registration fees for these opportunities with careful budgeting of expected revenue from registration fees to cover the expected costs. Late withdrawal without penalty leads to the camp or swim meet running at a deficit which impacts the registration fees of future camps and the club being charged for the swim meet even if you did not swim. The following refund policy will help ensure that Tide can continue to offer these great opportunities as the very lowest cost possible to our membership.

Definitions

Registration deadline: Registration deadline is the date at which registrations from the individual must be received. Tide at their discretion may accept registration after the registration deadline. Withdrawals after the registration deadline but before the withdrawal deadline will receive a refund on the registration fee.

Withdrawal deadline: Withdrawal deadline is the date after which there will be no refund of registration fee unless supported by proper medical documentation.

Medical documentation: Proper medical documentation is a signed and dated note from a doctor supporting a medical reason for withdrawal from the camp or course.

Swim Team Withdrawal Policy

There is a non-refundable administrative fee of \$25.00 that will be withheld from any refund. The Swim NB/Swim Canada fee is non-refundable

You can withdraw from the program up to three (3) weeks from the commencement of the program in September 19th. After this period the notice below will be required.

Registration is for the full 10 month program. There is an option to withdrawal during the swim season up until Dec 31st. No refunds will be given to notifications received after this date.

For those that have paid in full, one full calendar month notice must be provided in writing to the treasurer. Confirmation of receipt of notice from the Treasurer must be received.

For those that have paid in installments, one full calendar month in advance of the next post-dated installment (ie. Notice provided by December 1st to withdrawal on January 1st) notice must be provided in writing to the Treasurer. Confirmation of receipt of notice from the Treasurer must be received.

Fees will be calculated and inclusive to the end of that month Fees for all services already rendered or any expenses already contracted (due to swimmers participation in various competitions and activities) must be paid prior to any prorated balance being paid.

Please note there will be no refunds given after December 31st. There is no refund of Swim NB/Swim Canada fees, as such any refund will be calculated exclusive of this amount. The Club does not retroactively refund any fees, for any reason, including sickness or injury.

Exceptions will be made after December 31st for swimmers who provide the notice as required above and have a medical reason supported by a doctors note, as well as for relocation/moving.

Swim Meets

Tide meet fees are calculated by adding meet fee and coach fees. The coach fees cover travel and accommodation expenses (away meets) as well as costs associated with deck training and attending meets. The coach fees can range from \$10 to \$20 /day depending on the location of the meet. Meet fees are to be paid by cheque only, payable to SJFAC, by Tide registration deadline date.

The Club is responsible to pay all fees to the host club of the meet. Therefore, all families are required to pay applicable fees by registration deadline. The method of payment is by cheque, made payable to SJFAC. No cash is accepted. Once a swimmer commits to attending a meet they must pay the fees regardless of attendance at the meet. This is because entries are made well in advance and the Club is charged for all entries made. If a swimmer has overdue meet fees this swimmer will be withheld from competing at further meets until outstanding fees are paid.

There is a withdrawal deadline date for each meet. The withdrawal date is the last date for a refund for fees if you are unable to attend the meet. If you are unable to attend the meet after the withdrawal deadline, no refund will be given. No refund is available if you do not attend a meet if bad weather or if for medical reasons as the club is still charged the meet fee; unless the meet is cancelled by organizers.

If your swimmer is unable to attend a swim meet, please email tidesjswimteam@gmail.com prior to the advertised withdrawal deadline. The withdrawal deadline varies from meet to meet so be sure to check the information specific to each meet. We will reply with acknowledgement of your withdrawal. If no acknowledgement is received, please contact the club again as the email may have failed to deliver.

Extended Swim Practice and Swim Camps

The club strives to have a swim camp each year. At times the club has additional, optional swim practices. For example, swim practice for Maine Swim Meet in July. A fee is charged for additional swim practices as the club is charged for pool rental.

Tide also has a withdrawal date for additional practice and camps. The withdrawal date is the last date for a refund for fees if you are unable to attend the additional practices or camp. If you are unable to attend the additional practices or camp after the withdrawal deadline, no refund will be given. No

refund is available if you do not attend the additional practices and/or camp due to bad weather as the club is still charged the fee; unless cancelled by the organizers or pool is closed due to weather or unforeseen circumstances.

If your swimmer is unable to attend additional practices and/or swim camp, please email tidesjswimteam@gmail.com prior to the advertised withdrawal deadline. We will reply with acknowledgement of your withdrawal. If no acknowledgement is received, please contact the club again as the email may have failed to deliver.

Team Travel

A swimmer who participates in a team travel meet will be advised of the total cost to be charged. Confirmation of a swimmer's intention to team travel will be accompanied by a non-refundable deposit. In the event a swimmer is not able to attend a team travel meet for medical reasons, Tide will attempt to recover any amount committed on behalf of that swimmer, but is not obligated to refund any amount over and above any amount actually recovered.

High Performance, Provincial and Development Camps

Please let us know if you are registering for a camp by emailing tidesjswimteam@gmail.com as the club is charged the fees. It is your responsibility to send registration form (post, email or fax) to Swim New Brunswick. Cheques are to be made out to SJFAC and placed in Tide box at the pool.

If you are unable to attend the camp, please follow the guidelines as per Swim New Brunswick Refund Policy. In addition, please email tidesjswimteam@gmail.com if you are unable to attend the camp. If a swimmer has overdue camp fees this swimmer will be withheld from attending camps and competing at further meets until outstanding fees are paid.

Swim New Brunswick Refund Policy On Camps

Provincial & High Performance Camps

Full refund will be given for withdrawal from a Provincial or High performance camp submitted before the registration deadline. Refunds after the registration deadline may be granted, less an administrative fee of \$100.00 up to the withdrawal deadline. After the withdrawal deadline, only requests supported with proper medical documentation demonstrating illness or injury that prevents the swimmer from participating in camp will receive a refund minus the administrative fees. No refunds are provided for a swimmer that departs camp early. All requests for refunds must be submitted in writing via email at swimnb@nb.aibn.com and must be received no later than seven (7) days after the completion of the camp. Any requests submitted more than 7 days after the camp will not be accepted and the club will forfeit the camp fees.

Development Camps

Full refund will be given for withdrawal from a Development camp submitted before the registration deadline. Refunds after the registration deadline may be granted, less an administrative fee of \$10.00

up to the withdrawal deadline. After the withdrawal deadline, only requests supported with proper medical documentation demonstrating illness or injury that prevents the swimmer from participating in camp will receive a refund minus the administrative fees. No refunds are provided for a swimmer that departs camp early. All requests for refunds must be submitted in writing via email at swimnb@nb.aibn.com and must be received no later than seven (7) days after the completion of the camp. Any requests submitted more than 7 days after the camp will not be accepted and the club will forfeit the camp fees.