



REFUND POLICY 2020-2021

Background:

The Saint John Fundy Swim Club (TIDE) 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.

COVID-19 has caused changes to be made in how TIDE can offer programming for the 2020-2021 season. Due to operational restrictions this fall TIDE will have limited & minimum number of swimmers per group. Fees have increased due to the operational restrictions. Our goal is to run all levels, however, that is very dependent on pool availability, financial feasibility, and swimmer enrollment.

The following refund policy will help to ensure that TIDE can continue to offer these great opportunities at the very lowest cost possible to all our members.

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, less a \$50 Administration 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 season.

Swim NB/Swim Canada Fee: A separate fee added to TIDE fees, which is remitted to Swim NB/Swim Canada by TIDE on behalf of the swimmer. This fee includes the cost of insurance for the swimmers.

Withdrawal Policy:

- You can withdraw from the program up to the withdrawal deadline which is October 3, 2020.
- A non-refundable administrative fee of \$50.00 will be withheld from any refund.

- If the swimmer has been in the water, the Swim NB/Swim Canada fee is non-refundable.
- After the withdrawal deadline, if a swimmer is withdrawing due to medical reason, supported by proper medical documentation, the swimmer will be refunded their TIDE swim fees, less the \$50 Administration fee, less fees for all services already rendered or any expenses already contracted, (due to swimmers participation in various competitions and activities).
- After the withdrawal deadline, if a swimmer does not have proper medical documentation, there will be no refund given.
- Notice of withdrawal must be provided one full calendar month in advance. (i.e. Notice provided by December 15th will make the withdrawal date January 15th.) Fees will be calculated and inclusive to the end of that month.
- The Club does not retroactively refund any fees, for any reason, including sickness or injury.

Withdrawal Procedure:

- Swimmers wishing to withdraw need to send an email to tidesjswimteam@gmail.com
- Subject line should be: SWIMMER WITHDRAWAL REQUEST – “*Your swimmer’s name*”
- The body of the email should tell us why your swimmer wishes to withdraw.
- Medical documentation, supporting the withdrawal, should be placed in the TIDE mailbox at the front desk of the CGAC, in a sealed envelope.
- A reply email will be sent back to you, advising you that your email was received and whether you qualify to withdraw with any refund.
- Your request to withdraw will be sent to the registrar and treasurer, and if any refund is owed, a cheque will be issued within 2-4 weeks. *For those that pay monthly, you will be billed and charged for your final installment.*

COVID-19:

Should the Canada Games Aquatic Centre pool be shut down or we are forced to cease our activities, the TIDE board will monitor the situation and attempt to get swimmers back in the water ASAP. As we cannot know until the end of the season how long our activities may be impacted, we will not be assessing any refunds or credits until the end of June 2021 for COVID-19 related shutdowns.

Swim Meets:

Tide meet fees are calculated by adding meet registration 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. Once a swimmer commits to attending a swim 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. The Club is responsible to pay all fees to the host club of the meet to keep the Club in good standing.

- Meet fees will be billed to your swimmer's account once their meet registration form is received.
- 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 because of bad weather or for medical reasons as the club is still charged the meet fee.
- 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.
- If a swimmer has overdue meet fees this swimmer may be withheld from competing at further meets until outstanding fees are paid.