

WINDSOR AQUATIC CLUB (“WAC”) REFUND POLICY

Definitions

1. A “*Registrant*” is defined as an individual who pays fees to WAC to participate in its programs. Registrants can be athletes, coaches, referees, or other roles within WAC.

Purpose and Application

2. The purpose of this policy is to describe how Registrants can receive refunds for the fees that they pay to WAC.

Refund

3. WAC’s training and operating costs are greater than the amount of revenue obtained from Registrant fees. To support the on-going operation of the WAC, and to keep Registrant fees low, the WAC engages in activities (such as hosting swim meets, fundraisers, and sponsorship) from which revenue is collected and subsequently applied to training and operating costs.
4. In the event of an unforeseen occurrence, whereby WAC is not able to engage in the fundraising activities described above, that supplement Registrant fees and help pay for training and operating costs, the WAC Board of Directors reserves the right to modify this Policy and restrict or prohibit refunds.
5. Refunds may be obtained as follows:

a) Fewer than 30 days after registration	100% of fees Refunded (less processing fees)
b) Fewer than 90 days after registration	50% of fees Refunded (less processing fees)
c) More than 90 days after registration (or December 1 st , whichever is earlier)	0% of fees Refunded
6. In the event of unforeseen closure of WAC regular programming because of contagious diseases (including COVID-19), government order, or other matter out of WAC’s control (venue cancellation, foul weather, strike, etc.), WAC will extend programs dates, attribute the fees to the next available program session or issue credits to affected Registrants on a pro-rated basis.
7. No refunds of any kind will be provided due to injuries, discipline, suspension, or expulsion.
8. Only the registration fees (and applicable taxes) paid by the Registrant will be refunded. Transaction fees, , Swim Ontario fees, Swim Canada fees, insurance fees, and/or service fees will not be refunded.
9. Volunteer hours worked by Registrant families are not included in the determination of a refund and volunteer hours will not be compensated or remunerated in any way.

Exceptional Circumstances

10. Notwithstanding the above, WAC may refund a greater portion of the Registrant’s fees than described in this Policy in exceptional circumstances. Exceptional circumstances are determined at the sole discretion of the WAC Board of Directors.