



Shorewood Swim Club Credit/Refund Policy Est. 2/20/2020

Credit Policy: Before the season starts, a registered swimmer may drop from the club, and request a credit for fees already paid, by making such a request in writing to the business manager (Kelsey Newburry). The swimmer will receive a credit for the fees already paid, minus a \$100 transaction and administration fee. *Note: Any fees paid to USA Swimming on the swimmer's behalf will not be credited back to the swimmer.*

Registered swimmers may get credit for time missed due to medical reasons (physician documented illness or injury) of four or more consecutive weeks. A written request must be sent to the business manager (Kelsey Newburry) prior to the next season's registration, including medical documentation of illness or injury, as well as the dates in question. The swimmer may be given a prorated letter of credit for time missed, minus a \$25 administrative fee.

Absent extraordinary and unusual circumstances, no credit will be given to swimmers who drop from the club for non-medical reasons after the season starts.

All credits will be applied to any existing balance first. Credits can be used by anyone in the family under the same account. All credits expire one year from the date granted.

Refund Policy: Absent extraordinary and unusual circumstances, no refunds will be given.

Any other request for a credit or refund must be in writing and submitted to the head coach (Dave Westfahl) and business manager (Kelsey Newburry). Such requests will be taken to the next scheduled Shorewood Swim Club Board meeting and be voted on by the board at that time. A written response to the request will be issued following the board meeting.