

Cochrane Skating Club

CanSkate Fee and Refund Policy



Who this Policy Applies To

This policy applies to all Pre-CanSkate and CanSkate (excludes skaters registered in Advanced CanSkate) Programs operated by the Cochrane Skating Club. For the purposes of this policy, “*member*” refers to the parent/guardian of the “*skater*” (*participant*) who is enrolled in a Cochrane Skating Club program.

Fees

All members are required to register skaters through the Cochrane Skating Club’s skater registration and administration system used by the Cochrane Skating Club. Fees for each program are indicated in the system and may vary based on the day or time of the program (e.g. daytime programs are not as expensive as after-school or Saturday programs). Fees are pro-rated after a program has started.

Skate Canada Fees

All skaters are required to have a valid Skate Canada membership that is valid between September 1 and August 31 each year. The Skate Canada fee is \$43.65 per skater and is broken down as follows:

- Skate Canada - \$20
- Skate Canada Alberta/NWT/Nunavut Section - \$20
- Safe Sport Fee - \$3.00
- Insurance - \$0.65

Note: Get the most value out of your Skate Canada membership fees by registering for Fall programs (October to December) as you will not have to pay the fee again for the Winter (January to March) or Spring (June) programs!

All fees paid by eTransfer or by Credit Card are payable no less than 24 hours prior to the start of the first class to allow the Membership Director sufficient time to register the skater with Skate Canada. Payments made by cheque must be 5 business days prior to the start of the class. Payment is required in full for all CanSkate (including Pre-CanSkate) programs prior to the commencement of classes. ¹

¹ Members who have applied for JumpStart/KidSport funding must submit proof of application to the Membership Director: membership@cochranskatingclub.ca

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Withdrawal Prior to Program Start

Cochrane Skating Club members may withdraw a skater registered for any Cochrane Skating Club program prior to the first day of class. The request to withdraw must be in writing (email will suffice) to the membership@cochraneskatingclub.ca).

The club will refund all program fees less a \$25.00 skater administration fee and the Skate Canada fee of \$43.65.

Withdrawal from Programs in Progress

All new skaters to the club (who have not skated with the club in prior programs or years) enrolled in Pre-CanSkate or CanSkate are entitled to a 3 lesson (ice time) trial period for Fall (September to December) and Winter (January to March) programs. For Spring Programs (June) a 1 day trial period shall apply if the skater is registered in a program one day per week and a 2 day trial period in the case the skater is enrolled to skate two days per week.

If, during the trial period, a new member wishes to withdraw a skater from a program, the request must be submitted to the club in writing (email will suffice). Emails should be sent to the Membership Director: membership@cochraneskatingclub.ca indicating the date that you would like to withdraw.

Requests to withdraw must be made prior to the next scheduled class within the trial period (e.g. before the start of the 4th class in the Fall/Winter Season) in order to receive the refund. No refunds will be given if request to withdraw is received after the notification period.

A pro-rated refund for the remaining lessons will be granted, less a \$25.00 skater administration fee and the Skate Canada fee of \$43.65. The refund can be refunded to a gift certificate to be used by the member for a future registration or will be refunded to the credit card used to pay for the registration invoice, or by cheque

No refund will be given after the trial period if a skater leaves by his/her own accord or is expelled by the club.

No refunds or make up lessons will be offered for lessons missed due to short-term illness (e.g. colds or flus), vacations, or management disputes.

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All requests to withdraw due to a major illness or injury (that result in the skater being unable to return to skating during the program term) must be accompanied by a doctor's note. The club will refund the pro-rated remaining classes. The club's Skater Administration Fee and Skate Canada fees are non-refundable.

Large Family Discount

The Cochrane Skating Club has set aside twenty-five \$20 discounts (\$500 in total) to be applied on a first-come first-served (FCFS) basis for large families (3+skaters). The discount will be applied to invoices where 3 or greater participants are registered on a single invoice at checkout until our total budget of \$500 is met. For example a family with 3 skaters will receive a \$60 discount; families with 4 skaters will receive an \$80 discount.

This discount will be applied against the total invoice.

Questions

If you require clarification on any of the Cochrane Skating Club's policies please contact our club President at president@cochraneskatingclub.ca