



Refund Policy

The Club does provide make-up classes for missed sessions as below:

1. Test Days
2. Holidays
3. Hockey Tournaments
4. Emergency ice closure

Families are welcome to attend another session, but no refunds will be provided.

It is up to you to make the arrangements with coaches and notify membership ahead of time to see if there is room on the session.

Withdrawal from sessions will be accepted. In this case, a pro-rated refund based on the number of sessions remaining for the season minus a \$50 administration per family fee will be provided. **The Skate Canada fee is non-refundable.** Requests for refunds must be submitted in writing to: membership@brantskatingclub.ca

Medical Refund Policy: Medical refunds are only given in cases of prolonged and/or sustained medical issues that prevent a skater from skating at all. Some examples of this are concussions, fractures, or serious illness. These refunds are not designed for short-term absences. In order to make a request, the skater must miss 15 sessions for Star Skate or 3 weeks for Can Skate in one registration period. Refunds are considered on a case-by-case basis.

Requests for medical refunds must be made in writing to the Board of Directors:

membership@brantskatingclub.ca and must be accompanied by a note from a licensed physician that clearly indicates the following to be considered:

- how long the skater is required to be absent
- specific reason for absence
- expected date for return to skate

Refunds, if approved, will be issued in the form of a credit to be used towards any BSC programs or products. If the credits aren't redeemed by the end of the skating season, they will be held until the next



season and applied to the registration fees, unless the skater is graduating, then they will be refunded to the member's credit card, minus any administrative fee.

Club credit as a result of short-term club closure or cancelled session by the Club: In the case where the Club has to be closed for a continuous period up to 14 days or if a session is cancelled by the Club, a credit equal to the full amount of the price paid for applicable sessions will be refunded. This includes situations where the rink may be closed for a short period as a result of COVID-19. Only BSC credits will be provided in this situation (i.e., no refunds). Note: For families with skaters who are in their final year, please contact the office to inquire about a refund at: membership@brantskatingclub.ca.

Refunds for long-term club closure as a result of COVID-19 or another unforeseen event: In the case where the Club has to be closed for a continuous period longer than 14 days, a refund for that period will be provided. The Board of Directors have full discretion on the determination of the amount of the refunds for scenarios that require long-term closure.

Refund/Credit when a skater misses a session(s) due to COVID-19 related scenarios: Requests for membership@brantskatingclub.ca credits/refunds must be made in writing to the Board of Directors through membership@brantskatingclub.ca and must include the following information:

- Skater name, Level, Private coach and contact information
- Date of session(s) missed and reason
- Date exposed to COVID-19 or in contact with someone who has symptoms/tested positive for COVID-19
- If required to self-isolate, identify start and end dates and reason for self-isolation
- Identify if skater/family member has been tested for COVID-19, including date
- If skater/family member tested positive for COVID-19, including date

The following scenarios will qualify for credit/refund consideration upon receipt of an email to the Board of Directors at communications@BSC.ca

1. Skater has been diagnosed with COVID-19
2. Skater is exhibiting symptoms consistent with COVID-19 and awaiting test results



- Skater has been in close contact with someone with a confirmed or suspected case of COVID-19, either at skating or elsewhere, and skater is self-isolating/monitoring for symptoms in accordance with current Public Health Guidelines.

For any other situation in regard to COVID-19 or similar scenarios, if the City of Brantford or Skate Ontario implement limitations to the skating season for either short or prolonged periods, an impact assessment (which takes into account ongoing expenses) will be completed by the Board to determine what, if any, credits/refunds can be provided.

Note: The Skate Canada fee is non-refundable for any refund or credit.