



Thornccliffe Greenview Ice Skating Club Cancellation & Refund Policy 2026 to 2027 Season



Overview

The intent of this policy is to clarify that refunds are only available in the infrequent case of a prolonged and sustained medical issue that completely prevents a skater from skating at all e.g. fractures, concussion, or serious illness. Except as stated in this policy, refunds are not available.

Make-up Days

We do not offer make-up sessions. If a skater misses a registered class/session, they may not skate on a different day to make-up the missed session.

Withdrawals

If you choose to withdraw from your program, this section applies. All refunds below are subject to a \$50 admin fee. The Skate Canada membership fee of \$63.60 and the invoice processing fees are non-refundable at any point.:

1. If you withdraw **prior** to the first day of your program, min. 24 hours notice, your fees will be refunded less the applicable fees stated above.
2. **Pre-CanSkate, CanSkate, & Intro to Figure Skating:**
 - Withdrawals within 14 days of the start of your program you will be refunded a pro-rated amount based on the number of classes that have passed, less the applicable fees stated above.
 - Any withdrawals received after 14 days of the start of your program, no refunds will be provided.
- StarSkate (Junior, Preliminary, Intermediate & Senior):**
 - Withdrawals within 14 days of the start of your program, will be refunded a pro-rated amount based on the number of classes that have passed, less the applicable fees stated above.
 - Withdrawals between 15 and 30 days of the start of your program, 50% of your program fees will be refunded, less the applicable fees stated above.
 - Any withdrawals 31 days or more from the start of your program, no refunds will be provided.
3. If you register for multiple sessions and withdraw from one or more, you will be refunded as above. If you received a multi-session discount when you registered, the amount of that discount also will be deducted from your refund.
4. *At the discretion of the coaches*, first time Pre-CanSkaters who are not ready for skating lessons can move their registration to the next season. This will only be considered once and only after the 1st skating session.

Any withdrawal requests must be emailed with a minimum of 24 hours notice of the session time of your program's first class to: registrar@tgiceskatingclub.com.

Allowable refunds based on the above criteria, will go back to the original form of payment.

Refunds for Medical Reasons for StarSkate

Requests for refunds/credits for medical reasons must be submitted to: registrar@tgiceskatingclub.com, and must be accompanied by a medical doctor's note. The skater must have missed more than 2 consecutive weeks of skating. Refunds will not be considered for skaters who miss only some of the registered sessions or drop-in ice sessions.

If the refund is approved, an administration fee of \$50 will be charged. In order to hold your place in the program, a 25% hold back of the refund amount will also be applied. The refund will be calculated as follows: the number of missed sessions multiplied by the cost of the session (accounting for all discounts paid during registration) minus a 25% hold back, plus the \$50 administration fee. Missed sessions are calculated from the first missed session until a return to any level of participation in club programs.

In the event of chronic, severe or recurring injuries, TGISC reserves the right to request a physician's return to play approval prior to a refund being issued.

Any outstanding coaching invoices will also be deducted from the refund.

Refunds will be issued in the form of credits, are non-refundable and non-transferable, and must be used by the following season, which may include summer ice.

Refunds for Other Reasons

Refunds for other reasons, may be considered on a case-by-case basis and will be subject to an admin fee of \$50. Again, the Skate Canada fee and Invoice Processing fee are not refundable at anytime. Requests must be made to registrar@tgiceskatingclub.com.

Other Considerations

Please note the following regarding volunteer and bingo commitments:

1. Volunteer commitment charges may be applied in the case of non-participation.
2. If you withdraw from a program and have chosen to work bingos to offset your registration fees, it is YOUR responsibility to contact to the TGCA office to inform them to avoid being charged for missed bingos.

Questions/ Contact Information

Registrar: registrar@tgiceskatingclub.com

Coaches: coaches@tgiceskatingclub.com

President: president@tgiceskatingclub.com