

# Thornccliffe Greenview Ice Skating Club

## Withdrawal, Injury/Illness, Missed Lesson Policies 2018-2019

### Withdrawal Requests:

When families register for a program and then withdraw/cancel it causes a lot of extra work for the club volunteers. It also eliminates a spot for another potential skater which creates a monetary loss if the club can't find another skater to fill that spot. Therefore, we have the following withdrawal policies:

1. Withdraw within 30 days or more of start of program incurs a \$90 fee (\$50 admin fee + \$40 Skate Canada fee).
2. Withdraw within 15-30 days of start program incurs a \$90 fee (\$50 admin fee + \$40 Skate Canada fee) **PLUS** you lose 50% of the program fee.
3. Withdraw within 14 days or less of start of program NO REFUND is given.
4. If you register for multiple seasons (fall/winter/spring) and withdraw, you will lose the multi-season discount and refunds for future seasons will be calculated based on 1-3 above.

Any withdrawal requests should be emailed to: [registrar@tgiceskatingclub.com](mailto:registrar@tgiceskatingclub.com)

### Withdrawal requests due to injury or serious illness:

Any injury or serious illness should be reported to the Club & Coaches. **If the injury happened during a TGISC skating session, please inform a coach or board member immediately.** If withdrawal from a program is necessary, *a refund may be considered provided a doctor's medical note is submitted to the Club within 1 week of the injury or illness.* Please email a copy of your medical note to the Club & Coaches. Any refund considered will be less a \$90 fee (\$50 cancellation fee + \$40 admin fee).

Notifications of injury or illness should be emailed to both:

[registrar@tgiceskatingclub.com](mailto:registrar@tgiceskatingclub.com)

[coaches@tgiceskatingclub.com](mailto:coaches@tgiceskatingclub.com)

*If you withdraw from a program and have chosen to work bingos to offset your registration fees it is YOUR responsibility to go to the TGCA office to inform them and get your deposit cheques back. This is very important otherwise they will assume you are working those bingo's and if you don't show up they will deposit your cheques.*

### Missed Lessons:

No refunds will be considered for missed skating sessions, or for those sessions cancelled due to test days, inclement weather or building maintenance problems. If you missed a skating session for personal reasons (illness, holidays etc.) and you would like to schedule a make-up session you must email the coaches in advance to see if they approve and have space to fit you into another session: [coaches@tgiceskatingclub.com](mailto:coaches@tgiceskatingclub.com)

**STARSkaters: MUST give coaches 24 hours' notice if missing a skating session or you will be charged for missed private/group lessons.**