

Thorncliffe Greenview Ice Skating Club

Withdrawal, Injury/Illness, Missed Lesson Policies 2021-2022

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. Withdrawal within 14 days or less of start of program incurs a \$93.65 fee (\$50 admin fee + \$43.65 Skate Canada fee).
2. Withdrawal between 15 days and 30 days start of program incurs a \$93.65 fee (\$50 admin fee + \$43.65 Skate Canada fee) **plus** you lose 50% of the program fee.
3. Withdrawal after 30 days or more 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.
5. At the discretion of the coaches, 1st time Pre-CanSkaters who are not ready for skating lessons can move their registration to the next season. This will only be considered after the 1st skating session.

Any withdrawal requests should be emailed to: 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 \$93.65 fee (\$50 admin fee + \$43.65 Skate Canada fee).

Notifications of injury or illness should be emailed to both:

registrar@tgiceskatingclub.com

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 contact to the TGCA office to inform them. The TGCA is no longer taking post-dated cheques in order to reduce contact between their members. Please note: if you miss one shift in the TGCA fee assistance program and do not find a replacement, your membership will be placed under review and any further missed shifts will result in your ineligibility in the fee assistance initiative and possible termination of your TGCA membership.*

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.

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

In the event of a government issued shut down or possible Covid-19 outbreak within the club, that requires us to cancel any sessions, refunds may be offered for a fee. Any individuals who are required to isolate due to Covid-19 will not be eligible for a refund or credit as club costs are still being incurred in your absence.