



Policy Name: NCSA Withdrawal and Refund Policy
Policy Number: NCSA-014-06.17.2024
Policy Approver: NCSA Board of Directors
Approval Date: June 17, 2024

POLICY STATEMENT AND OBJECTIVES

Nose Creek Swim Association ("NCSA" or the "Club") is a not-for-profit club that relies on annual fees collected from swimmers to fund our swim program.

The intent of this policy is to outline when a refund of annual fees may be permitted and how to request a refund, if applicable.

1 WITHDRAWAL POLICY

- 1.1.1 If a swimmer wishes to leave NCSA, advanced written notice must be provided to the Club by emailing office@ncsaswim.ca, of your intent to withdraw and specifying the reason why. No other notification will be considered valid.
- 1.2 The final day for a notice of withdrawal for NCSA Swimmers is December 31st of the applicable swim season. No refunds will be granted for withdrawal past December 31st. In the event an NCSA Swimmer withdraws after December 31st, any and all outstanding swim fees for the entire season will be due and payable.
- 1.3 The effective date of withdrawal for both NCSA and NCSS will be the last day of the following month from which the notice is given (see table below). Swim fees will be charged **up to** the effective date and the swimmer will be allowed to swim during this period of withdrawal notice and will be charged accordingly. For clarity:

Notice Given	NCSA - Fees Charged	NCSS - Fees Charged
September 1 st to September 30 th	Up to October 31 st	Up to October 31 st
October 1 st to October 31 st	Up to November 30 th	Up to November 30 th
November 1 st to November 30 th	Up to December 31 st	Up to December 31 st
December 1 st to December 31 st	Up to January 30 th	Up to January 30 th
January 1 st to January 30 th	Full Annual Swim Fees are due	Up to February 28 th
February 1 st to February 28 th	Full Annual Swim Fees are due	Up to March 31 st
March 1 st to March 31 st	Full Annual Swim Fees are due	Up to April 30 th
After April 1st	Full Annual Swim Fees are due	Full Annual Swim Fees are due

- 1.4 The member must ensure that all money owing to the Club, including their swim account, is cleared within thirty(30) days of the effective date.
- 1.5 Refunds,if applicable, will be returned a maximum thirty (30) days after the effective date. An administrative withdrawal fee of \$50 will be applied to any withdrawals.
- 1.6 NCSA reserves the right to withhold any amount the member owes to the Club before processing a refund.
- 1.7 Swim fees are annualized, refunds will be processed proportionately based on the effective date.

All other dues/fees collected at the time of registration or outstanding bonds, penalties, including but not limited to membership fee and Swim Alberta fees will not be refunded under any circumstances.

2 SWIMMER INJURY/ILLNESS

- 2.1. If your swimmer is unable to participate in regular practice or competition due to injury or illness, please discuss directly with your coach to determine if accommodation can be made to allow for your swimmer to remain actively engaged with their teammates and perform some level of training.
- 2.2. The Club does not prorate swim fees based on periods of time that your swimmer is unable to participate. Refunds will only be provided if you choose to withdraw from the Club. Please see section 1.0 of this policy.
- 2.3. In the event that your swimmer withdraws and wishes to re-join the Club in the same season, the Club will consider your application, provided there is available space within the appropriate squad. In such instances, NCSA will determine the prorated amount swim fees owing and any other applicable dues/fees, fundraising deposit commitments, etc. The family must make arrangements for payment in full of all fees prior to their Swimmer returning to the Club.

3 SPECIAL REQUESTS

- 3.1 If the swimmer is unable to continue swimming for reasons beyond their control (unforeseen illness, injury, familial situations, etcetera) and a formal request for withdraw is made after December 31, each request will be reviewed and a decision will be made by the NCSA Executive Board of Directors.