



Kingston Rowing Club Refund Policy

The Kingston Rowing Club (hereinafter KRC) offers a broad range of programs to its members to suit all ages and abilities. Unfortunately, events beyond the KRC's control can prevent the delivery of or participation in scheduled programming. In some situations, participants may be eligible for a full or partial refund of their program fee. The following policy document has been prepared to clarify the refund policies of the KRC.

Definitions:

1. *Membership Program:* A Membership Program is any KRC program or affiliate program that utilizes facilities and/or equipment owned by the KRC and includes membership to the KRC in its fee structure.
2. *Non-Membership Program:* A Non-Membership Program is any KRC program that does not include membership to the KRC. Examples include: #MadSculls Youth Rowing Camp, Learn-to-Row sessions and private lessons.

Refund clauses for Membership Programs

Memberships are priced on a seasonal basis, with pro-rata adjustments made on a weekly basis. Refunds will be approved for missed weeks (not sessions) of a program, subject to the following limitations:

1. The first \$100 of a membership fee is non-refundable if injury or other events prevent participation in a full program. Any refund will be processed on a pro-rata basis on the remaining balance less any applicable transaction fees and a \$10 administrative charge.
2. RO/RCA fees are non-refundable.
3. Injury or prolonged illness: Members who are unable to participate in their seasonal program due to injury or prolonged illness are eligible for a pro-rata refund for the weeks in which they could not participate.
4. Inclement weather: Members are not eligible for inclement weather refunds. Rowing is an outdoor sport which will require canceled practices for the safety of all members. When days are canceled, coaches may provide an indoor training session, or an at-home workout to replace the cancelled outdoor session if possible and appropriate for the athletes, but this is not guaranteed. Missed weather days are part of the sport of rowing and membership to the club.
5. COVID-19: In the event that the COVID-19 pandemic prevents the KRC from delivering programs, alternative programs will be developed for remote delivery. Refunds will be issued on a pro-rata basis to Members who no longer wish to participate in remote delivery.
6. Other absences: Members are not eligible to receive refunds for weeks missed due to voluntary absences including but not limited to: vacations, personal reasons or other commitments. Appeals may be made to the Board of Directors.

Refund clauses for Non-Membership Programs

Non-Membership Programs are priced on a per-session basis, even if they are sold as multi-session packages. Refunds will be approved for missed sessions of a non-membership program subject to the following limitations.

1. The RO/RCA fee is non-refundable if weather or other events prevent participation in a full program. Fee refunds are processed on a pro-rata basis on the remaining balance less transaction fees and a \$10 administrative charge.
2. Inclement weather: Sessions may be cancelled due to inclement weather at the discretion of the most senior coach present. Refunds may be issued for weather cancellations if a make-up session or coached indoor session cannot be organized to adequately deliver session objectives.
3. Other absences: Non-Members may request refunds, or a make-up session (if available), for any missed session. The participant must inform their program manager 24 hours before the session in order to be eligible for a refund.