

PAYMENTS, REFUNDS, AND DISCOUNTS POLICY



Responsibility: Board of Directors

Scope of Policy: Entire club

Adopted: September 16, 2025

To be reviewed: Within two years of being adopted

1. Purpose:

The purpose of this policy is to provide clear and consistent guidelines for the collection of fees, the granting of refunds, and the application of discounts within the club. This ensures fairness to members, financial stability for the club, and accountability in decision-making.

2. Definitions

Payment: Any fee owed to the club for registration, programming, or other participation.

Refund: A return of part or all of a payment to a member who withdraws or is otherwise unable to participate.

Discount: A reduction in fees granted under specific circumstances.

Late Entry: Registration that occurs after the program start date.

Receivables: any payment due to the club that has not yet been collected

3. Principles

Consistency: Fees, refunds, and discounts must be applied according to this policy to ensure fair treatment of all members

Transparency: All exceptions and discretionary adjustments must be documented

Flexibility: Some discretion is allowed to respond to individual circumstances, while maintaining overall fairness

Accountability: Final approval for refunds and discounts rests with the Treasurer, and significant exceptions require Board approval

4. Policy

Payments

- All fees are due at registration or in accordance with payment plans as offered
- Payment plans must be reviewed and approved by the Treasurer

Receivables

- Members who have payments in arrears shall not travel with the club nor take place in club sanctioned events and camps, nor are they eligible to participate in meetings of members
- The Registrar will provide reminders of late payments owed before restrictions are enforced
- The President shall provide a second reminder of payments in arrears
- Outstanding receivables may be referred to the Board for further action if unresolved after two reminders, up to and including revoking of membership

Refunds

- Full refund for regular seasons training programs minus a \$50 administrative fee available if withdrawal occurs before the program start date
- Partial refunds may be granted if withdrawal occurs within the first three weeks of the program, minus a \$50 admin fee and prorated to the date Vortex received confirmation of withdrawal
- No refunds for trip fees
- No refunds after the three-week point of programs, except for circumstances approved by the Board
- Refunds shall be returned via credit card or e-transfer

Discounts

- Prorated fees may be applied for members who join the Club during the training season. Any prorated fees may be approved by the Technical Director and Registrar and shall be reported to the Board
- The Technical Director may recommend fees adjustments with final approval by the Treasurer

Documentation

- All refunds, discounts, and adjustments must be recorded and reported to the Board
- The Technical Director shall have discretion on allowing members to shift practice times, as long as it doesn't interfere with member experience
- Exceptions beyond this policy require Board approval