

# CBSC REFUND POLICY

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## **MEMBERSHIP FEES AND EVENT PAYMENTS**

Membership fees and payments for all events are NOT refundable.

## **ADMINISTRATION FEE**

When withdrawing from any program, a **\$10 administration fee** will be payable, unless specified below.

## **FULL REFUND – NO ADMINISTRATION FEE**

A full refund of a program fee will be issued and no administration fee will be payable when:

- the participant withdraws on the same day that registration occurred;
- the program is cancelled by CBSC prior to the start of the program; or
- the program dates and/or times are changed by CBSC after registration and prior to the start of the program and those changes are not suitable to the participant.

## **FULL REFUND – WITH ADMINISTRATION FEE**

If notification of withdrawal from the program is received at least two business days prior to the start of the program, a refund of the program fee will be issued and the \$10 administration fee will be payable.

## **NO REFUNDS**

No refund will be issued if:

- notification is received less than two business days prior to the start of a program; and/or
- a program or fee is specified as non-refundable (e.g. BCSSA fee), regardless of when notification is received.

## **NOTICE**

Notice of withdrawal may be given by email to [info@cbswimclub.ca](mailto:info@cbswimclub.ca).

## **EXTENUATING CIRCUMSTANCES**

We recognize that extenuating circumstances exist this summer. For withdrawal from a program due to illness or any other compassionate reason, the member may apply in writing by email to [info@cbswimclub.ca](mailto:info@cbswimclub.ca) for a potential credit, fee adjustment or refund for the participant withdrawing. If the reason for the withdrawal is illness, please provide appropriate medical documentation.