



Refund Policy

Scope

This policy applies to all fees paid to Ontario Sailing for membership or program registration.

Policy

As a membership based organization with a goal to promote sailing in the province, we work to provide excellent customer service while being fiscally responsible. This results in the need for a clear policy and procedures in regards to refunds and cancellations in regards to the programs and services Ontario Sailing provides the community.

Membership is paid up front annually at the start of Ontario Sailing's fiscal year and sailing season. Each member organization has the option to not renew their membership, however once paid for the year they have access to the services and benefits for the full 12 month year and there are no refunds or prorating of services should any organization wish to withdraw from Ontario Sailing before the 12 month period is completed.

Team fees are also a full commitment for those selected and no refunds or prorating of services will be available once the athlete agreement is signed for the duration of the agreement.

For program, course, team and special event registrations procedures are developed to balance the organization's fiscal responsibilities and customer service. Please see the detailed procedures to be aware of the options available depending on the circumstances.

Under situations with extenuating circumstances the Executive Director will have some flexibility within the overarching goals of the policy to make decisions in special situations.

Board approved last: May 27th 2019

Operational Procedures

Full refunds are provided in the event Ontario Sailing cancels a course or program due to insufficient registration, changes in legislation requiring cancellation, or for other unforeseen circumstances.

For individual program requests, refunds may be made for registrant withdrawals received in writing from the individual who made payment seven days prior to the start of the program. After that date, no refunds will be issued unless Ontario Sailing is able to fill the spot from a pre-existing waiting list. If the spot is taken, a refund will be issued. All refunds are subject to a \$15 administration fee.

Registrants may transfer courses up to seven days prior to the start of the course the \$15 administration fee will be charged to complete the transfer.

Individuals with written proof of extenuating medical conditions, which results in them not being able to complete/participate in any course or program, less than seven days before the program



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commences will be provided with an Ontario Sailing credit memo in an amount suitable to the situation determined by the appropriate Manager.

Any merchandise returns will be accepted for a refund. Please note that the administration fee of \$15.00 will apply and shipping charges are non-refundable.

Cash and cheque payments will be refunded by cheque to the individual who made the original payment. All other refunds will be issued by the original payment option.

Last reviewed: May 27th 2019

Operational procedures are not approved by the Board of Directors. Operational procedures are approved by the Executive Director.