



Huntley Curling Club
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POLICY

Title/Reference: Refund Policy Amended for 2020/21
Prepared by: HCC Board of Directors
Approved by the Board: 25-October-2020

The Huntley Curling Club (HCC) accepts payment for membership fees into various HCC leagues. HCC may also accept payments for programs, events (bonspiels, dinners, golf tournament, etc.) and services such as locker rentals or Volunteer opt-out fees.

The HCC does not guarantee a full refund for the cancellation of payment for membership, services or events. If you change your mind after paying and make a **cancellation request**, the HCC will act only on the policy here within. The HCC will refund or cancel any payment according to the following guidelines:

- Cancellation is deemed effective on the date that email confirmation is sent to you by an HCC board representative. It will take up to 15 business days to process a cancellation request after it is received and acknowledged by HCC.

SPECIAL REFUND POLICY for 2020/21 Season only:

- Annual Fees (Membership, lockers, volunteer opt-out):
 - Locker fees will be refunded fully (they are not to be used in 2020/21)
 - Curling membership fees are reduced by 25% for the shortened year, those that have registered at original fees they will be refunded 25% of their membership fees. 25% refunds will be provided in December 2020.
 - 100% refund of Membership fees for **member-initiated** cancellation request received before December 1, 2020. We do recommend a Stay-in-Touch membership (\$100) that will apply \$50 to capital fund and \$50 to HCC operating costs in this challenging year. A credit towards the subsequent curling season is also recommended and available to all members.
 - **Member-initiated** refunds after November 30, 2020 will be on a partial pro-rated** basis and will be available until the third Saturday in February. No membership-initiated refunds are available after the third Saturday in February 2021.
 - Once the ice installation has begun in mid-December, refunds (on remaining membership fees) will be issued if there is a government shutdown that forces the club to close. If there is a shutdown during:
 - By 4 January 2021, members will receive ~80% refund.
 - Refunds will reduce by 10% for each 2-week increment (every second Monday) of curling.
 - Shutdown Refunds will not be issued after March 28, 2021.

At the end of the 2020/21 season HCC will revert to the Standard Refund Policy (see below)

STANDARD REFUND POLICY:

- Annual Fees (Membership, lockers, volunteer opt-out):
 - The HCC will refund you in full, less a \$25.00 administration fee (may be waived at discretion of HCC), if membership cancellation request occurs before November 1 of the given year of registration.
 - If a curling season is cancelled for any reason before the ice is installed, full refunds will be provided with options to maintain a **Stay-in-Touch Membership** (\$100) and/or credit towards the subsequent curling season. A Stay-in-Touch membership (\$100) applies \$50 to the capital fund and \$50 to HCC operating costs.
 - If a curling season is started (ice installed), then forced to end early due to Provincial/Health restrictions/guidance HCC will issue partial pro-rated** refunds to all members based on the costs incurred for the season. In difficult times the board will look to limit loss for the club without undue burden for curlers that cannot complete the season through no fault of theirs.
 - For typical length seasons where curling starts in October/November, partial pro-rated** membership-initiated refunds will be available until the third Saturday in January. No membership-initiated refunds are available after the third Saturday in January.
 - For shortened seasons where curling starts after November, partial pro-rated** membership-initiated refunds will be available until the third Saturday in February. No membership-initiated refunds are available after the third Saturday in February.
- For Events (bonspiels, dinners, golf tournament, seminars, etc.):
 - The HCC will refund you in full if the event is cancelled or if a cancellation request occurs more than fifteen (15) days prior to the date of the event for which payment has been made.
 - The HCC will refund you in full if cancellation request occurs more than seven (7) days but less than fifteen (15) days prior to the date of the event and a replacement entry is found for which payment has been made.
 - The HCC will refund you fifty percent (50%) of any payment if cancellation request occurs more than seven (7) days but less than fifteen (15) days prior to the date of the event and a replacement entry is not found for which payment has been made.
 - The HCC will not refund any payment if cancellation occurs less than seven (7) days prior to the date of the event for which payment has been made.
- For Programs (Learn to Curl, Youth, etc.):
 - The HCC will refund you in full, less a \$25.00 administration fee, if a cancellation occurs prior to the start date of the Program. Partial pro-rated** refunds will be available until half of the sessions for the Program have taken place. No refunds are available after half of the sessions for the Program have taken place.

*** Pro-rated refunds are not proportional to the weeks of curling, start up and fixed costs are considered in refund calculations. As a guideline the initial 3 weeks of a curling season take up ~50% of fixed costs, the next 3-4 weeks take up another ~20%, then ~10% and so on in a progressive manner. After 4 months of a curling season ~100% of fixed costs need to be covered.*

** The HCC reserves the right to modify any provisions of the cancellation/refund policy without any notice. Policy updates posted on our website are effective as of posting date.*