



Fees, Payment and Refund Policy

Last Updated: March 2022

Fees

The aim of this policy is to outline the Arctic Edge Skating Club's Policy for Fees, Payment and Refunds for the CanSkate, Rising Star and StarSkate Program.

Canskate

- All club fees must be paid before skaters are allowed on the ice.
- Credit Card payments are accepted through the Arctic Edge Skating Club online registration system. Fees can also be paid in cash or cheque by dropping the payment off at the Canada Games Centre mailbox in an envelope with the skaters' name and program on it.
- New skaters requesting to join after the half-way point will have to wait for the next intake to join the program. Fees will **not** be pro-rated for CanSkaters joining after the first day and up to the ½ way point.
- Fees will be pro-rated for Canskater joining after the first session from a waitlist.

StarSkate and Rising Star

- Installment payments for regular season afternoon programming (September to March Break) are allowed through the online registration system for Starskate and Rising Star skaters. The first installment must be paid before skaters are allowed on the ice and the second installment is paid on or before December 31.
- Credit Card payments are accepted through the Arctic Edge Skating Club online registration system. Fees can also be paid in cash or cheque by dropping the payment off at the Canada Games Centre mailbox in an envelope with the skater's name and program on it.
- StarSkate program fees will be collected for various programs or special events throughout the year:
 - Regular season afternoon program (September to March Break)
 - Summer School fees

- Spring School Fees
 - Morning Ice
 - Off Ice
 - Special events
- Starskaters transferring from another club to the Arctic Edge Skating Club, can request pro-rating of program fees until the next upcoming intake. Intakes are in September and January of every year.
 - StarSkate or Rising Star Skaters may move up a level at the recommendation of a coach in September or January only (i.e. Rising Star to Junior, Junior to Intermediate or Intermediate to Senior). If skaters move up in January, they will pay a pro-rated fee based on the number of days left in the season from January 1st to end of the session. Any fees already paid from their previous registration that is valid from January 1st to the end of the season will be used towards the difference in the amount owing. If the amount owing is less than the fee already paid from another program, there will be no reimbursement.
 - If a skater is already a club member and wants to skate additional sessions but did not register for them prior to September 30th and registers for the session between October 1 and December 31st, full fees apply for that session. If a skater adds additional sessions on January 1st or later, then pro-rated fees apply from January 1st to end of program.
 - A skater wishing to switch skating sessions to a different day will be required to contact the club and pay the fee difference for switching days. If the fee difference is less than the fee already paid, there will be no reimbursement.
 - If CanSkaters move up in the fall (i.e. in October from CanSkate to Rising Star), their CanSkate fees will go towards the full year fee of the Rising Star program. Pro-rated Rising Star fees for starting the program in October will not be applied. CanSkaters who are ready to move to Rising Star in January will pay a pro-rated fee based on the number of days left in the season from January 1 to the end of season. Any CanSkate fees already paid that are valid for the winter session will be used towards the difference in amount owing for the Rising Star program. If the amount owing is less than the fee already paid from CanSkate, there will be no reimbursement
 - CanSkaters who are ready to join Rising Star after the end of the winter CanSkate session in March may be invited by a coach to join Rising Star spring program.

Refunds

CanSkate

Refunds will be provided as per the following guidelines:

- Withdrawals from a program prior to the first ice session will be refunded the full registration fee including the Skate Canada fee.
- There are no refunds after the first two weeks of the program. Withdrawals that occur within the first two weeks of the program's start date will receive a prorated refund of the program fees. Skate Canada membership fee is non-refundable.
- In the cases of withdrawals due to medical reasons, refunds will be pro-rated from the date of medical documentation. The Skate Canada fee is non-refundable.
- Special event fees, such as ice shows and seminars, are non-refundable.

StarSkate and Rising Star

Refunds or ice credits will be provided as per the following guidelines:

- Withdrawals from a program or session prior to the first ice session will be refunded the full registration fee either to their credit card, by cheque or through ice credits to be used towards another program. Skate Canada fee will be refunded only if a skater withdraws from the entire program prior to the first day.
- Skaters who withdraw from the regular season afternoon ice and off-ice programs or sessions after the start of the program and up to December 31 will receive a pro-rated refund from the date of withdrawal minus a handling fee of \$10 per day of skating. The Skate Canada fee is non-refundable. There are no refunds after January 1st for regular season programs. Refunds or ice credits will not be issued if a skater withdraws from other programs including: Morning ice, spring school, summer school or special events.
- In the case of withdrawals due to medical reasons for regular season programming, morning ice, spring or summer school, refunds will be pro-rated from the date of medical documentation. The Skate Canada/Administration fee is non-refundable.

NSF

1. As the Arctic Edge Skating Club is a non-profit organization, when we receive cheques returned as insufficient funds:
 - The cost to the endorser shall be \$40.00
 - If the Club receives a second returned cheque the cost to the endorser shall be an

additional \$40.00. No future cheques will be accepted by the Club for payment.

2. If the Club continues to receive returned items, the skater shall be considered “Not in good standing” with the Club and shall not be eligible to participate in any Club or Skate Canada programs and events until such time as payments have been received as agreed upon.

Inquiries

All inquiries with regards to this policy must be received in writing to the Executive for discussion at the next scheduled executive meeting. Please email the Chair at arcticedgechairs@gmail.com.