

Refund/Withdrawal Policy – Including Injuries

CanSkate, & Adult Learn to Skate

Before our sessions begin (Fall/Winter/Spring: Full refunds for cancelled registrations will be accepted 24 hours prior to the start of the session. Cancellations requested the same day that classes begin will be less any SMSC Admin fee paid at registration and a \$10 cancellation fee will apply.

Up to and including the third class: Refunds will be given (prorated) for lessons yet to be taken based on the date of receipt of written notice. Notice must be given in writing by emailing info@smfsc.ca. Please include the skater and parent names, skating day, and the reason for withdrawal. There is no refund for lessons completed prior to receipt of a written notice, regardless of attendance, or for any lessons that take place within 24 hours after the notification is received. Skate Canada membership fee and any SMSC Admin fee are non refundable, and a \$10 cancellation fee will be deducted from any refund. **Once a skater has stepped on the ice at our club (Meadowvale Four Rinks, Rink 3) the Skate Canada membership fee is non refundable.** Refund requests must be by written submission and will be processed at the discretion of the board of directors.

Final deadlines for withdrawal for the 2023/2024 season are shown below.

- Session 1 – October 21, 2023
- Session 2 – January 27, 2024
- Session 3 – April 6, 2024
- Summer – July 1, 2024

After the third class: for medical reasons only with proper documentation, a credit will be applied to your SMSC account for prorated future classes that we have been advised the skater will miss and a \$10 cancellation fee will be deducted from that credit. The Skate Canada membership fee and any SMSC admin fees are **non refundable**.

MEDICAL/INJURY REQUESTS: Requests for full refunds due to an injury will only be considered if a skater has been hurt on the ice on the first class of a session. Consideration will be taken also if medical documentation can be provided to support a prolonged absence. All such requests should be directed to the club administrator in writing at info@smfsc.ca and will be processed at the discretion of the board of directors. SMSC reserves the right to request additional medical documentation so we can further evaluate the injury and then evaluate the refund/credit to be provided. Any fee associated with obtaining medical documentation will be the responsibility of the member.

Summer CanSkate

Our withdrawal deadline for summer is July 1st.