



### OAC REFUNDS POLICY

Okanagan Athletics Club has set the following guidelines on refunds with regards to registration fees for all programs.

As the number of athletes is used to determine coaching requirements and funding, Okanagan Athletics Club does not provide refunds as a matter of policy. However, in the case of medical circumstance or cases of extreme hardship, some level of refund of the OAC Training Fee will be considered at the discretion of the Club Executive.

All refund requests must be submitted in writing by email to [manager@okac.ca](mailto:manager@okac.ca) with a detailed explanation for the request.

Refunds will be accessed for programs on the basis of the following:

- \* Injury/Medical Circumstances
- \* Extreme Hardship
- \* Moving from the Okanagan

Unfortunately, refunds will NOT be assessed for programs due to the following:

- \* Practice Cancellations Due to Mother Nature (Weather/Smoke/Etc.)
- \* Unhappy with Fellow Athletes/Coaches/Coaching
- \* Scheduling Conflicts

Requests for refunds due to medical circumstances must be accompanied by a doctor's note on letterhead indicating that the athlete is not able to participate in the program registered in.

For a refund request due to a move outside of the Okanagan, proof of the move must be included with the request.

If a parent has requested a refund due to medical reasons/extreme hardship/an unexpected move from the Okanagan, prior to the start of the season (prior to the start of the first practice), they will receive a refund minus \$50 administration fee.

The amount of money that is refunded is contingent on how much of the season has passed as well as the reason for the refund. For example, a child who suffers an injury with only a short time left in the season will likely not warrant a refund as the entire cost of the season has already been incurred.

If a parent can provide proof that the child is moving from the Okanagan, then a refund minus \$50 administration fee will be granted.

The BC Athletics Fee portion of the membership fees is non-refundable for any reason.

Raffle tickets pre-purchased are non-refundable for any reason.

Okanagan Athletics Club will not give refunds or prorated fees for missed practices due to a participant registering for a program late.