



## Payment and Refund Policies

### Payment of Fees

Fees are to be paid in full prior to the commencement of each seasonal training session. Paddlers are not cleared to train on the water or in the gym\* until full payment of fees is received. As RHCC does not accept cash payments, paddling members will remit current dated cheques (or money orders) with fully completed & signed registration forms. Forms/fees can be given to the Registrar on RHCC Registration Day, or deposited in the locked green mailbox inside the RHCC clubhouse. They can also be given to the Coach prior to commencement of the first seasonal training session.

All NSF cheques will be charged \$40.00 and will need to be replaced by a certified cheque or money order.

\*including other community indoor/outdoor facilities [swimming pool, spin class, ski trail, etc.] as designated in the training program

### Refund Policy

On written withdrawal, the paddler will be charged for the number of months or part months they have attended, plus one month.

There is no refund of club fees after *July 1<sup>st</sup>* during the summer competitive season.

Certain fees are non-refundable at any time including but not limited to OSCRA membership, racing fees, regatta entry fees, training camps, specialized training and coaching sessions. All payments for these are non-refundable including for illness or injury and including if the coach excludes the paddler from participating due to attendance, behaviour, expectation or performance issues.

If a paddler quits for any reason and pays the penalty month, then rejoins RHCC within 6 months, the penalty month can be applied to their fees upon rejoining the club.

### Medical Refund Policy

When a paddler is absent (with prior notice) for medical injury or illness, there are no refunds for the first 4 weeks from the notification in writing to the club of the future absence. If after 4 weeks, the paddler is still unable to return to their full training schedule, fees will be suspended from that point onward. If partial return occurs (e.g. 2 out of 5 practices per week), then rates will be adjusted to reflect the new schedule. If fees are suspended or reduced, RHCC/the Head Coach reserves the right to fill the injured paddler's spot with a full-time paddler. RHCC/the Head Coach also reserves the right to move the paddler to a lower

level group. Fee rates would be adjusted according to the new group from the date the move is made.

A letter from a medical doctor is required for all refunds and/or adjusted fees. If a paddler quits for a medical reason acceptable to the Board of Directors, and with a proper letter from a medical doctor, then the penalty month will be dropped.

#### Paddler Promotion Policy

There may be an occasion where the registered paddler improves to such a degree that a move to the next training level is necessary for improvement, and to maintain consistency of abilities within that group. At that time, the Head Coach will offer the paddler a promotion along with a new schedule and fee changes that apply. The paddler may decline the promotion and remain in the original group they are registered for but must be aware that they may be operating under their full potential. If the paddler accepts the promotion, then fees are required to be paid for the difference between the original training group and the new training group for the balance of the season.

#### Competitive Paddler Performance Policy

There may be an occasion where the registered paddler is not maintaining the minimum required attendance, performance, or fitness expectations for practices and/or regattas. At such time, the Head Coach will meet with the paddler to review performance and expectations, and if they cannot be met within 30 days, then it is the Coach's decision whether to move the paddler to a lower training level. If the paddler is moved to a lower training level, the difference in fees paid will be refunded if the new group fees are less than the fees for the original group the paddler registered for. If the group that the paddler is asked to move to is full, the paddler can opt to withdraw from the club. A refund of any fees paid for the remainder of the season will be refunded in full without penalty.