



EDMONTON ROWING CLUB

Refund Policy

Policy Title	Refund Policy
Effective date	April 1, 2020
Date last reviewed	May 1, 2015
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Replaces and/or amends	Refund Policy
Approved by and date	ERC Board October 18, 2020

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Purpose

1. This policy sets out the circumstances in which the ERC will issue a refund for membership or program fees.

Application

2. This policy applies to ERC members and program participants.

Policy Statement

3. ERC provides refunds on membership or program fees only in extraordinary circumstances and on a case by case basis, such as when a program participant must cancel registration for medical reasons.

Responsibilities

4. The ERC will clearly state its Refund Policy, including instructions for requesting a refund, on its web site and in its Members Handbook.
5. The member or participant is responsible to request a refund and to provide any documentation necessary to support the request.
6. The ERC Membership Director will:
 - review and approve refund requests that fall within the defined criteria.
 - liaise with the Treasurer to calculate and issue approved refunds.
 - advise the member or participant of the decision on the refund request.
 - refer worthy cases that fall outside the defined criteria to the Executive for a decision.
7. The ERC Executive will review any extraordinary cases referred by the Membership Director and determine whether a refund will be given.

Refund Criteria

Membership Fees

8. In general, ERC will refund a pro-rated portion of annual membership fees when the member withdraws for verified medical reasons. We may ask the member to provide a certificate from their physician certifying that the member is not able to participate in rowing.
9. The ERC will consider requests for refunds because of extraordinary circumstances other than medical conditions on a case-by-case basis.

Non-Membership Rowing Program Fees

10. The ERC will refund program registration fees if the participant cancels their registration more than 14 days prior to the start of the program.

11. If a participant cancels their registration less than 14 days before the start of their program, we will issue a refund only if a medical condition prevents the registrant's participation. The registrant may need to provide a certificate from their physician certifying that the person is not able to participate in rowing.
12. The ERC will consider requests for refunds because of extraordinary circumstances other than medical conditions on a case-by-case basis.

Boat Storage Fees

13. Private boat storage fees are non-refundable.

Cancellation by ERC

14. If the ERC cancels a program, we will issue full refunds to all paid participants.

Refund Calculation

15. We will pro-rate refunds for membership fees based on the portion of the membership year remaining.
16. We will deduct from the refundable fee the following:
 - Any amounts owing to the ERC;
 - 15% refund administration fee; and
 - Rowing Canada Aviron and Alberta Rowing Association fees. ERC collects these fees on behalf of those organizations and is not able to recover the amounts.
17. These deductions do not apply if we are issuing the refund due to program cancellation by the ERC.

Questions

If you have questions about this policy, contact the [ERC Membership Director](#).

Procedures

To request a refund, email the [ERC Membership Director](#).

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