



Refund and Cost Adjustment Policy

Edmonton Speed Skating Association

Effective date: October 4, 2024

Objective

When considering refunds and cost adjustments, the Edmonton Speed Skating Association (ESSA) strives to maintain fairness to its members while ensuring responsible cost recovery for the club. This policy sets the conditions under which refunds and cost adjustments are made and the formula for calculating proportionally-based adjustments that reflect the time remaining in the program at the time of the requested change.

This policy only applies to athletes that have started a program or wish to enter a program that has already started. All refunds for general programs or competitions that are requested prior to the start date will be administered by the [Registrar](#); refunds will be determined by conditions and fees put in place by IceReg or competition administrators.

1. General Program Withdrawal Refund Policy

Athletes who choose to withdraw from a program are eligible for a partial refund based on the time remaining in the program. Refunds will be calculated using the following formula:

$$\text{Refund} = \left[\left(\frac{\text{Weeks Remaining in Program}}{\text{Total Program Duration}} \right) \times \text{Program Fee Paid} \right] - \text{Processing Fee}$$

- An processing fee of \$25 will be applied to all refund requests.
- No refunds will be issued after 60% of the program has been completed.

2. Injury Refund Policy

Athletes who withdraw due to injury may be eligible for a refund based on the time remaining in the program. Refunds for injury withdrawals will follow the same time-based formula as general withdrawals, but with no administrative fee deducted.

$$\text{Refund} = \left(\frac{\text{Weeks Remaining in Program}}{\text{Total Program Duration}} \right) \times \text{Program Fee Paid}$$

- An official medical note must be provided to qualify for an injury-related refund.

3. Program Cost Increase Due to Athlete Progression

If an athlete is invited by the coaching team to participate in a higher-level program within the first 90 days of the program, the cost adjustment will be based on the time remaining in the current program. The additional cost will be prorated as follows:

$$Cost = \left[\left(\frac{Weeks\ Remaining}{Total\ Program\ Duration} \right) \times (Higher\ Program\ Fee - Current\ Program\ Fee) \right]$$

- The athlete will be responsible for paying the additional cost before joining the higher-level program.

4. Prorated Program Fee for Partial Program Attendance

If an athlete is joining a program later than the start date or returning from injury, the program fee will be based on the time remaining in the program. The prorated fee will be calculated as follows:

$$Fee = \left[\left(\frac{Weeks\ Remaining}{Total\ Program\ Duration} \right) \times Program\ Fee \right]$$

5. Process for Requesting a Refund or Cost Adjustment

1. Submitting a Request for Refund:

- Any athlete, parent or guardian seeking a refund must submit their request via email to the [President](#) and [Vice President](#) of ESSA.
- The request should include:
 - Full name of the athlete
 - The reason for withdrawal or cost adjustment
 - Relevant dates (e.g., withdrawal date, program start date)
 - Any supporting documentation (e.g., doctor's note for injuries)

2. Cost Recovery for Program Advancement:

- Any athlete invited to progress to a higher program level must confirm acceptance of the invitation via email to the **President** and **Vice President** of ESSA.
- The request should include:
 - Full name of the athlete
 - Relevant details on the invitation to progress program levels
 - Relevant dates (e.g., withdrawal date, program start date)

3. Review Process:

- Upon receipt of the refund or cost adjustment request, the President and Vice President will review the submission.

- They will verify that all necessary documentation has been provided and that the eligibility criteria have been met.

4. Decision Process:

- The President and Vice President will discuss the details of the request and come to a joint decision within 10 business days of receiving the request.
- **Approval Criteria:** Both the President and Vice President must agree on the decision to approve the refund or cost adjustment.
- In the event of a disagreement, the request will be escalated to the **Board of Directors**, who will vote on the outcome. A majority vote is required.
- The President and Vice President reserve the right to deviate from the refund or cost increase formulas according to the specifics of the request, provided that rationale is given in the notification.

5. Notification:

- The decision will be communicated to the athlete or guardian within 5 business days of the approval or escalation process.

6. Payment Processing:

- For refunds, the President will request a transfer of funds from the Treasurer of ESSA to be processed within 10 business days of the decision.
- Cost adjustments must be received by the Treasurer before the athlete joins the higher-level program.