

## **EVDSC Withdrawal Policy**

### **Purpose**

The purpose of this Policy is to outline when a refund of fees may be permitted and how to request a refund, if applicable.

#### **1. Withdrawal Policy**

- 1.1. If a swimmer wishes to withdraw from EVDSC, written notice must be sent to [registrar@evdsc.com](mailto:registrar@evdsc.com), the reason for withdrawal must be included in the email. No other form of notification will be accepted.
- 1.2. In all cases, the effective date of written notice will be the last day of the month in which the written notice was received.
- 1.3. If the notice of withdrawal is received within 2 weeks of commencement of swimming the only fees that are payable are the SwimBCInsurance and a \$100 administrative fee all other payments made to EVDSC will be refunded.
- 1.4. The final day for notice of withdrawal will be December 31<sup>st</sup> of the swim season. No refunds will be granted for withdrawal after December 31<sup>st</sup>. In the event that a swimmer withdraws after December 31<sup>st</sup>, any outstanding fees for the swim season will be due and payable.
- 1.5. If intent to withdraw is received by December 31<sup>st</sup>, 50% of annual fees are eligible for refund. Swim BC insurance and Volunteer Commitment deposit are non-refundable and will be deducted prior to the eligible refund being calculated.
- 1.6. All outstanding invoices (equipment, meet fees, etc) to EVDSC will be deducted prior to any applicable refund being processed.
- 1.7. Refunds, if applicable, will be returned a maximum of 30 days from the date written notice was received.

#### **2. Swimmer Injury/Illness**

- 2.1. If your swimmer is unable to participate in regular practice or competition due to injury or illness, please discuss directly with your coach to determine if accommodation can be made to allow for your swimmer to remain actively engaged with their teammates and perform some level of training.
- 2.2. EVDSC will not prorate annual fees based on periods of time your swimmer is unable to participate.
- 2.3. If the swimmer is going to have an extended absence due to injury or illness, and they are not able to participate in training in any way, provide written notice of the absence to [registrar@evdsc.com](mailto:registrar@evdsc.com).
- 2.4. If after 30 days of absence the swimmer is unable to rejoin you will be given the option to withdraw from EVDSC.

2.5. If you choose to withdraw from EVDSC a refund may be made for a prorated amount of annual swim fees effective 30 days after effective date of written notice of injury or illness was received.

2.6. A doctor's note will be required for a prorated refund to be considered.

2.7. A prorated refund for injury or illness may be considered prior to or after the December 31<sup>st</sup> deadline referenced in the withdrawal policy above.

### **3. Moving Away**

3.1. If your family is moving away from the area, written notice of withdrawal must be submitted as described in the withdrawal policy.

3.2. A refund will be calculated for a prorated amount of annual swim fees effective 30 days after written notice of withdrawal is received.

3.3. SwimBC Insurance is not eligible for refund.

3.4. A prorated refund of Volunteer Commitment deposit may be considered based on the volunteering points already accumulated during the season.

### **4. Pups Programs**

4.1. No refunds will be given for withdrawal from a Pups Program later than 2 weeks after commencement of swimming.