



OLYMPIAN SWIM CLUB

UNIFIED FINANCIAL POLICY

UFP-400 – Withdrawals, Refunds & Credits

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Withdrawals, Refunds & Credits

1. Purpose

This policy establishes the rules governing withdrawals, refund eligibility, and Member Account credits, including the financial impact of changes to program participation.

The objective is to:

- Provide a clear and consistent framework for changes in participation
- Ensure fairness to members while protecting the financial stability of the Club
- Define how financial obligations are applied, adjusted, or retained when participation changes

OSC programs commit resources and incur costs in advance of and throughout the season. As a result, refunds and credits are limited and decrease as the program progresses.

2. Scope

This policy applies to all members and governs:

- Withdrawal from programs or activities
- Eligibility for refunds or credits
- Financial obligations following withdrawal
- Adjustments arising from medical, emergency, or Club-initiated changes

Detailed timelines, refund calculations, and thresholds are defined in the Financial Schedules Manual.

3. Withdrawal and Program Change

3.1 Written Notice

Withdrawals must be submitted in writing and are effective only upon confirmation by OSC.

3.2 Effective Date

The effective date of withdrawal is:

- The date written notice is confirmed by OSC; or
- A future date specified and accepted by OSC

Retroactive withdrawals are not permitted.

3.3 Financial Responsibility Until Withdrawal

Members remain financially responsible for all Program Fees and obligations up to the effective withdrawal date. Fees are based on program enrollment and not attendance. Missed sessions do not result in refunds, credits, or fee reductions. Non-attendance or reduced participation does not constitute withdrawal.

Make-up sessions are not offered in competitive programs for individual absences. Fees are based on program enrollment and not attendance. No credit, refund, or make-up sessions will be provided for missed training sessions regardless of the reasons for absence, except as provided under Section 6.2 of this policy.

3.4 Program Changes

Requests to transfer between programs or groups are subject to availability and approval by OSC. Approved changes may result in:

- Adjustments to fees; or
- Application of prorated credits or additional charges as defined in the Financial Schedules Manual

Program changes do not constitute a withdrawal and may not result in a refund.

3.5 Competitive to Non-Competitive Transition

Requests to move from a competitive to a non-competitive program:

- Are considered a program change
- Are subject to approval and availability
- May result in prorated fee adjustments as defined in the Financial Schedules Manual

Such changes do not constitute a withdrawal unless the member exits all programs.

3.6 Program Progression

Program progression is a coach-directed advancement based on swimmer development. Progression:

- Is not initiated by member request
- Does not constitute a withdrawal
- Does not trigger refund eligibility

Program progression is not considered a withdrawal and does not trigger refund eligibility. Adjustments resulting from program progression are applied in accordance with UFP-100 and UFP-300.

3.7 Voluntary Leave of Absence

OSC does not offer voluntary leaves of absence or temporary billing suspensions for non-medical reasons. A member who wishes to temporarily stop training must either:

- Remain enrolled and continue to meet all financial obligations; or
- Submit a formal withdrawal in accordance with Section 3.1 of this policy, subject to all applicable financial consequences.

Non-attendance or reduced participation during a voluntary break does not suspend, reduce, or waive any financial obligations, including Program Fees, AFC or MPP requirements.

4. Financial Impact of Withdrawal

4.1 Program Fees

Refund eligibility is determined based on:

- The timing of the withdrawal;
- The nature of the fees or charges; and
- The rules set out in the Financial Schedules Manual.

Where applicable, refunds will be calculated on a prorated basis in accordance with the Financial Schedules Manual.

4.2 Non-Refundable Charges

The following are non-refundable unless otherwise required by law or approved by OSC:

- Registration Fees;
- Costs already incurred on behalf of the Member or Swimmer; and
- Committed or non-recoverable expenses

4.3 Annual Financial Commitment (AFC)

Obligations under UFP-200:

- Remain payable regardless of withdrawal
- May only be adjusted where explicitly permitted under this policy or the Financial Schedules Manual

4.4 Member Participation Points (MPP)

Obligations under UFP-200:

- Must be fulfilled or will be converted to a financial charge
- Are not waived due to withdrawal except as provided under this policy

4.5 Mid-Season Withdrawal

Withdrawal during an active program is considered a mid-season withdrawal.

4.5.1 Member-Initiated Withdrawal

- Refunds or credits are limited and based on timing as defined in the Financial Schedules Manual
- Fixed and committed costs are not refundable

4.5.2 Continued Financial Responsibility

Members remain responsible for:

- Fees incurred up to the withdrawal date
- Non-refundable or committed costs
- AFC and MPP obligations unless adjusted under this policy

4.6 Withdrawal While in Arrears

Withdrawal from OSC programs does not eliminate or reduce any outstanding financial obligations.

5. Credits

Where credits arise from fundraising or volunteer activities beyond required obligations, these are classified as Member Account Credits (MAC) and governed by UFP-200. All other credits issued under this policy are subject to the conditions set out in this section.

5.1 Application of Credits

OSC may issue a credit in place of a refund at its discretion. Credits:

- Are applied to the Member Account;
- Have no cash value unless required by law; and
- Must be used in accordance with UFP policies.

5.2 Credit Conditions

Credits:

- May be subject to expiry timelines as defined in the Financial Schedules Manual
- Are non-transferable unless approved by OSC
- May be applied by OSC to outstanding balances
- Where applicable, will be calculated on a prorated basis in accordance with the Financial Schedules Manual

5.3 Processing

Approved refunds or credits will be processed within a reasonable timeframe as defined in the Financial Schedules Manual. OSC will apply any approved refund or credit to outstanding balances prior to issuing a refund.

6. Financial Adjustments and Exceptions

6.1 General Principle

Financial adjustments are not automatic and must be requested and approved. All adjustments are applied consistently in accordance with this policy.

Exceptions to standard withdrawal and refund rules may be considered in cases of medical or exceptional circumstances, at the discretion of OSC. Supporting documentation may be required.

6.2 Medical or Emergency Circumstances

Members may request consideration where circumstances include:

- Injury or medical condition preventing participation
- Family emergency or significant unforeseen hardship

6.2.1 Requirements

To be considered for any financial adjustment under this section, Members must:

- Submit a written request directly to the OSC office, communication to coaching staff alone does not constitute notice for the purpose of this policy;
- Provide supporting medical documentation from a licensed healthcare provider confirming the injury or condition and the expected duration of absence;
- Submit the request and documentation within the timeframe defined in the Financial Schedules Manual.

Requests submitted without medical documentation will not be considered until documentation is received. Billing will continue in the normal course until a written request with supporting documentation has been received and approved by OSC.

6.2.2 Scope of Adjustments

Notwithstanding Section 3.3 of this policy, which provides that fees are based on enrollment and not attendance, OSC may consider the following adjustments in cases of medical or emergency circumstances. OSC may, at its discretion:

- Provide prorated refunds or credits for program fees
- Adjust AFC obligations
- Reduce or waive MPP requirements or associated charges

Adjustments under this section will be applied at the Member Account level and will not result in the transfer of fulfilled obligations between Swimmers. Credits beyond adjusted obligations may be transferred upon request.

6.2.3 Limitations

Adjustments will consider:

- Timing of the withdrawal
- Costs already incurred
- Ability to reallocate program space

Non-recoverable and third-party costs are generally not eligible for adjustment.

6.3 Club-Initiated Changes

OSC may adjust schedules, locations, or program delivery due to operational or external factors. Where OSC modifies, cancels, or is unable to deliver a program, appropriate refunds or credits will be issued as determined by the Club.

6.3.1 General Principle

Minor changes are a normal part of program delivery and do not qualify for refunds or credits.

6.3.2 Material Changes

Where a change significantly impacts a member's ability to participate, a member may request consideration. Material changes may include:

- Significant and sustained changes to training days or times
- Relocation to a facility that is not reasonably accessible
- Reduction in program availability

6.3.3 Adjustments

Where approved, OSC may provide prorated credits or refunds based on the remaining portion of the program, as defined in UFP-430.

6.3.4 Limitations

Adjustments will consider:

- Costs already incurred
- Ability to reallocate program space
- External factors beyond OSC control

6.4 Escalation

Where a member is removed from a program due to violation of Club policies, refunds or credits may be limited or not provided

7. Interactions with Accounts Receivable (UFP-300)

Withdrawal does not eliminate outstanding financial obligations. All unpaid balances:

- Remain subject to UFP-300
- May result in enforcement actions

Members must be in good standing to:

- Receive refunds
- Apply credits
- Register for future programs

8. Outstanding Balances

Refunds or credits may be applied against any outstanding balance on the Member Account before being issued.

9. Final Member Account Reconciliation

Upon withdrawal, the Member Account will be reconciled to reflect:

- All charges incurred;
- Any applicable credits or refunds; and
- Any remaining balance owing

9.1 Distinguishing Credits upon Withdrawal

Upon withdrawal, OSC will distinguish between MAC earned and other credits applied to the Member Account. MAC has no cash refund value and will be applied to any outstanding balance.

Credits arising from overpayments or Club-initiated adjustments that are not classified as MAC will be refunded to the Member within the timeframe defined in the Financial Schedules Manual, following reconciliation of all outstanding obligations.

9.2 Order of Precedence

Upon confirmation of a withdrawal, the Member Account will be reconciled in the following order:

- **Step 1** – Establish Final Obligations
- **Step 2** – Apply Available Credits
- **Step 3** – Determine Refund or Balance Owing
- **Step 4** – Issue Refund or Final Invoice

9.2.1 Establish Final Obligations

OSC will calculate the Member's final financial obligations based on the effective withdrawal date, including:

- Prorated Program Fees to the withdrawal date;
- Prorated AFC obligations based on withdrawal timing
- Prorated MPP obligations, or the financial equivalent of any unfulfilled MPP balance;
- Any outstanding meet, travel, or extraordinary costs committed or incurred; and
- Any other charges on the Member Account

9.2.2 Apply Available Credits

Available credits will be applied against the final obligations in the following order:

- MAC;
- AFC fulfillments credits in excess of prorated obligations; and
- Any other credits on the Member Account

9.2.3 Determine Refund or Balance Owing

Following application of all credits:

- Where a balance remains owing, it will be invoiced and subject to UFP-300;
- Where a surplus exists, OSC will determine eligibility of refund.

Eligibility of refunds depends on whether the amount is considered refundable or not.

- Refundable amounts include overpayment of Program Fees beyond the prorated obligation, and deposits or prepayments for activities that have not yet been committed or incurred.
- Non-refundable amounts include Registration Fees, MAC balances, AFC contributions beyond the prorated obligation, and MPP overcontributions or their financial equivalent.

9.2.4 Issue Refund or Final Invoice

Any refundable amount will be issued to the Member within the timeframe defined in the Financial Schedules Manual. Any final obligation will result in a final invoice issued and communicated to the Member.

10. Releases

OSC will not process the release of a Swimmer to another swim club or governing body where the associated Member Account carries an outstanding balance. Release will only be processed upon confirmation that the Member Account has been settled. An approved payment plan will not suffice for releases.

11. Disputes

Members must report any dispute related to:

- Withdrawal processing
- Refund calculations
- Credit application

Within the timeframe defined in the Financial Schedules Manual. After this period, all charges are considered final and adjustments will only be made in cases of confirmed error

All decisions made in accordance with this policy are final unless a material error is identified.

12. Financial Responsibility Principle

Members remain responsible for financial obligations remaining on their Member Accounts regardless of withdrawal withdrawals.

13. Relationship to Other Policies

This policy should be read in conjunction with:

- UFP-100 – Membership & Fee Framework
- UFP-200 – Fundraising, AFC & MPP
- UFP-300 – Billing, AR & Enforcement
- UFP-500 – Travel, Meets & Extraordinary Costs

14. Authority

The Board of Directors has authority to approve and amend this policy and its associated schedules.