



Date of Approval: June 18, 2025	Next Review: June 18, 2027	Approved by: WGB Board of Directors
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ACCOUNT CREDITS POLICY

1. POLICY STATEMENT

The Whitehorse Glacier Bears Swim Club (WGB) acknowledges that members may accrue account credits through approved fundraising activities or as a result of program adjustments (e.g., medical leave, injury-based proration).

2. PURPOSE

This policy is designed to ensure consistency, transparency, and fairness in how credits are handled across WGB's programs and membership. This policy supports WGB's financial integrity while also ensuring that members are informed of how credits function within WGB's administrative systems.

3. RELATED POLICIES

This policy should be read in conjunction with the following:

- Refund Policy
- Arrears Policy
- Fundraising Policy
- Volunteer & Officiating Policy

4. DEFINITIONS

Account Credit: A dollar-value amount credited to a member's WGB account, earned through fundraising or adjustments approved under the Refund Policy.

Eligible Fees: Registration fees for future sessions or seasons.

Ineligible Uses: Costs that cannot be paid using credits, such as travel, merchandise, or meet fees.

5. SOURCE OF ACCOUNT CREDITS

Account credits may be accrued in the following ways:

1. **Fundraising Surplus:** When a member raises more than their required fundraising obligation, the surplus is converted into an account credit.
2. **Fee Adjustments Due to Injury or Illness:** As described in the Refund Policy, members may receive prorated credits when long-term injury or illness prevents participation and withdrawal is necessary.
3. **Board-Approved Adjustments:** In rare cases, the Board of Directors may issue account credits in response to administrative errors or extenuating circumstances.

6. PERMITTED USE OF CREDITS

Account credits may be applied exclusively to the following:

1. Future WGB registration fees for swim sessions
2. Membership renewals or deposits for upcoming programming

Credits are applied automatically or by member request when future fees are due, subject to verification by the Club Manager and/or Executive Director.

7. RESTRICTIONS ON USE

Account credits cannot be used for:

- Swim meet entry fees
- Travel costs (for athletes or coaches)
- Club apparel or merchandise
- Volunteer and officiating obligation penalties
- Fundraising obligation shortfalls
- Any third-party services associated with WGB events or programs

Credits also cannot be:

- Transferred between families or member accounts
- Converted to cash, e-transfers, or cheques
- Used retroactively to cover past-due amounts or outstanding payments from previous seasons

8. CREDIT EXPIRY AND FORFEITURE

Account credits are valid only while the swimmer remains an active member of WGB. Credits will be forfeited under the following conditions:

1. The swimmer withdraws from the Club prior to registering for a future session
2. The swimmer is expelled from the Club due to disciplinary action
3. The swimmer does not register for any Club programming for a full swim season

Forfeited credits are not eligible for reactivation or refund and will be absorbed into the Club's general operating fund.

9. RECORD KEEPING AND TRACKING

The Club Manager is responsible for tracking and reporting account credits. Members may access their account at any time through the Pool Queue portal. Credit balances are updated at the end of each session or upon approval of a fundraising report or refund adjustment.

10. APPEALS OR SPECIAL CONSIDERATIONS

Members may submit written requests to the Board of Directors for special consideration of credit usage, especially in cases involving exceptional hardship or administrative error. All decisions by the Board are final.