



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

1. POLICY STATEMENT

The Whitehorse Glacier Bears Swim Club (WGB) understands that unforeseen circumstances may impact a swimmer's ability to continue with their training and competition schedule. In recognition of this, WGB offers a refund policy designed to address exceptional cases where partial or full fee adjustments may be warranted. This policy outlines the specific circumstances under which refunds will be considered and the procedures for submitting a request.

2. PURPOSE

This policy serves to clarify the situations in which WGB will evaluate and potentially approve refund requests. It also outlines the process by which members can initiate such requests, ensuring fairness and transparency in all refund-related matters.

3. RELATED DOCUMENTS

This policy should be read in conjunction with the following:

- a. Fundraising Policy
- b. Volunteer and Officiating Program
- c. Return to Sport Policy
- d. Formal Complaints and Discipline Policy

4. SCOPE OF POLICY

This policy applies to all registered members of the Whitehorse Glacier Bears Swim Club.

5. DEFINITIONS

N/A

6. PROCEDURES

- a. Two-Week Trial Period (Competitive and Junior Competitive Groups Only)

For swimmers registered in competitive groups, WGB offers a two-week trial period beginning on the date of the swimmer's first club-arranged activity, such as dryland training or swimming sessions. Should a swimmer choose to withdraw within this 14-day window, written notice must be submitted to admin@whitehorseglacierbears.ca. In such cases, all paid fees will be refunded, with the exception of Swim BC registration and insurance, the WGB membership fee, and a \$50 administrative processing charge.

- b. Withdrawal Mid-Season or Mid-Session

- i. Competitive & Junior Competitive Groups:

Those who continue beyond the two-week trial but choose to withdraw later in the season must submit written notice to admin@whitehorseglacierbears.ca. If the notice is received on or before the 15th of the month, billing will cease at the end of that month. If the notice is received after the 15th, one final month of billing will apply. Fees already paid are non-refundable. Once withdrawal is confirmed, all volunteer and officiating commitments and corresponding fees under WGB's

Volunteer and Officiating Program will be prorated and charged accordingly. Fundraising obligations will be prorated to the month of withdrawal. Any shortfall must be paid in full, as members may not continue fundraising under the WGB name after withdrawal.

ii. Pre-Competitive and Non-Competitive Groups:

Program fees are paid by session and are non-refundable once the session has commenced. Upon withdrawal, all volunteer and officiating commitments and corresponding fees under WGB's Volunteer and Officiating Program will be prorated and charged accordingly. Fundraising obligations are not adjusted once the session has begun, and are considered fulfilled upon registration. Exceptions due to illness or injury are outlined below.

c. Long-Duration Injury or Illness (All Groups)

In cases where a swimmer experiences an illness or injury lasting more than eight weeks, they may be eligible for a refund or fee adjustment. A medical note from a licensed healthcare provider (e.g., physician, physiotherapist) is required. The situation must be discussed with the Executive Director and Head Coach to assess whether alternative training options are feasible during recovery, as outlined in the WGB Return to Sport Policy. Each case will be reviewed individually.

For competitive swimmers, fees will be suspended during the recovery period. If the swimmer does not return, fees will be refunded, prorated from the end of the month in which written notice was provided. For pre-competitive and non-competitive swimmers, refunds may be issued for the unused portion of the session, provided the swimmer does not return. As with other forms of withdrawal, all volunteer and officiating commitments and corresponding fees under WGB's Volunteer and Officiating Program will be prorated and charged accordingly, and fundraising commitments will be prorated or considered fulfilled based on the group's classification.

d. Non-Medical Leave of Absence (Competitive & Junior Competitive Only)

Competitive swimmers planning a non-medical leave of eight weeks or more—such as for extended travel—may request a temporary fee adjustment. Requests must be submitted in writing at least one month in advance to board@whitehorseglacierbears.ca and include both departure and expected return dates. If approved by the Board of Directors, monthly fees may be reduced by 50% for a period of up to two months in order to retain the swimmer's training group spot. Volunteer commitments may be adjusted on a prorated basis, though fundraising obligations will remain unchanged.

e. Transfer to Another Club (Competitive & Junior Competitive Only)

Should a competitive or junior competitive swimmer relocate outside Yukon and transfer to another swim club before the end of the session or season, they must notify WGB in writing via email to admin@whitehorseglacierbears.ca. To avoid charges for the following month, this notice must be received by the 15th of the current month. No refunds will be issued for fees already paid, including Swim BC registration, insurance, or administrative fees. Volunteer and officiating commitments and corresponding fees under WGB's Volunteer and Officiating Program will be prorated and charged accordingly. As with other forms of withdrawal, any outstanding fundraising commitments must be paid in full and may not be raised under the WGB name after departure.

f. Suspension or Expulsion (All Groups)

In the event of a suspension, all fees and obligations, including volunteer and fundraising commitments, will remain in effect throughout the suspension period. If a swimmer is expelled from WGB, fees will be charged through the end of the month in which the expulsion occurred, plus one additional month as a penalty. All volunteer and officiating commitments and corresponding fees under WGB's Volunteer and Officiating Program will be prorated and charged accordingly. Fundraising requirements will be prorated to the date of removal and must be paid in full. No refunds will be issued for previously paid fees under any circumstances.

g. Reclassification of Swimmers

If a swimmer is moved to a higher swim level partway through the season, fees will be adjusted to the new group rate beginning the first day of the following month. Fundraising and volunteer and officiating commitments will be recalculated according to the new group's expectations and prorated based on the number of months remaining in the season. Where timing leaves minimal opportunity for fulfilling revised commitments, the Board of Directors may consider accommodations on a case-by-case basis.

7. ADMINISTRATIVE AND NON-REFUNDABLE FEES

Regardless of the reason for withdrawal or leave, certain fees are non-refundable. These include Swim BC registration and insurance, the WGB membership fee, and any initial deposits. Additionally, a non-refundable administrative processing fee of \$50 will apply in all cases involving fee adjustments or withdrawal.