Cascade Swim Club

Document: Family Account Policy & Procedures - Withdrawal and Refund Policy

Application: These procedures apply to all family accounts for all Competitive program members:

> **Performance**
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> **Championships**
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> **Junior Age Group (JAG)**
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> **Olympic Way**
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> **Junior Olympic Way /** *Swim School**

Related: Cascade Swim Club Family Account & Fees Policy Volunteer Commitment & Points program

Refund Procedures

*For all Swim School Programs (Swim School 1, 2 & 3, Stroke Improvement as well as Junior Olympic Way (JOW)) all fees are paid in full upon registration and there are no refunds for withdrawal once the program has started. Refunds will only be provided if a swimmer is withdrawn from Swim School or JOW prior to the 1st day of scheduled programming and are subject to an administrative withdrawal fee (listed on the Cascade website under the group fees). Credits or refunds will not be provided for missed practices, including those as a result of injury, illness or self-isolation requirements

When a swimmer withdraws prior to the end of the competitive season, the family may be entitled to a partial refund of the Membership Fee (less the listed administrative withdrawal fee), as follows:

1. The registration fee will be partially refundable to a family under the following conditions:
    1.1.   All fees owing were paid in full upon registration
    1.2.   No monies are owing to CSC; and
2.   Refunds will be issued in alignment with the installment schedule, as follows:
    2.1.   Withdrawal prior to October 31st: 60% refund
    2.2.   Withdrawal November 1st to December 31st: 30% refund
    2.3.   Withdrawal January 1st to March 31st: 15% refund
    2.4.   Withdrawal after April 1st: no refund
3. Fees for unworked volunteer points may be assessed for the points session in which the withdrawal is initiated
4. The Swimming Canada fee is non-refundable at any time
5. The Officiating Deposit is only refundable if you have met the policy commitments prior to withdrawal
6. There is a withdrawal fee as listed on the Cascade website based on the group you are withdrawing from