



# The Saint John and Fundy Aquatic Club (TIDE) Registration and Withdrawal Policy



The Saint John Fundy Swim Club (TIDE) strives to offer diverse programming to its membership that will offer the athlete high quality development opportunities. Tide's goal is to maintain reasonable registration fees for these opportunities with careful budgeting of expected revenue from registration fees to cover the expected costs.

The following Registration and Withdrawal policy will help to ensure that TIDE can continue to offer these great opportunities at the very lowest cost possible to all our members.

## **REGULAR PROGRAMS**

### **Definitions:**

**Registration deadline:** Registration deadline is the date at which registrations from the individual must be received. TIDE, at their discretion, may accept registration after the registration deadline. Registration deadline is 1 day prior to the program start.

**Late Registration:** If a swimmer is accepted into the program after the registration deadline, all fees due must be paid before the swimmer attends a practice. Any discount for a late registration is at the discretion of TIDE.

**Withdrawal deadline:** Withdrawal deadline is the date after which there will be no refund of fees paid unless a swimmer is injured and this is supported by proper medical documentation. Deadline to withdraw is December 31st.

**Medical documentation:** Proper medical documentation is a signed and dated note from a doctor supporting a medical reason for withdrawal from season.

**Swim NB/Swim Canada Fee:** A separate fee added to TIDE fees, which is remitted to Swim NB/Swim Canada by TIDE on behalf of the swimmer. This fee includes the cost of insurance for the swimmers.

### Withdrawal Policy:

- You can withdraw from the program up to the withdrawal deadline which is December 31st.
- A non-refundable administrative fee of \$100, plus 3% of TIDE fees paid, and fees for services already rendered or any expenses already contracted, (due to swimmer's participation in practices, and any competitions and activities), will be withheld from any refund.
- If the swimmer has been in the water, the Swim NB/Swim Canada fee is non-refundable.
- After the withdrawal deadline, if a swimmer is withdrawing due to medical reason, supported by proper medical documentation, the swimmer will be refunded their TIDE swim fees, less the \$100 administration fee, less 3% of TIDE fees already paid, less fees for all services already rendered or any expenses already contracted, (due to swimmer's participation in practices, and any competitions and activities).
- After the withdrawal deadline, if a swimmer does not have proper medical documentation, there will be no refund given.
- Notice of withdrawal must be provided one full calendar month in advance. (i.e. Notice provided by December 15<sup>th</sup> will make the withdrawal date January 15<sup>th</sup>.) Fees will be calculated and inclusive to the end of that one month period.
- The Club does not retroactively refund any fees, for any reason, including sickness or injury.

### Withdrawal Procedure:

- Swimmers wishing to withdraw need to send an email to [tidesjswimteam@gmail.com](mailto:tidesjswimteam@gmail.com)
- Subject line should be: SWIMMER WITHDRAWAL REQUEST – “*Your swimmer's name*”
- The body of the email should tell us why your swimmer wishes to withdraw.
- Attached to the email should be a scanned copy of any medical documentation supporting the withdrawal.
- A copy of the medical documentation, supporting the withdrawal, should be placed in the TIDE mailbox at the front desk of the CGAC, in a sealed envelope.
- A reply email will be sent back to you, advising you that your email was received and whether you qualify to withdraw with any refund.
  
- Your request to withdraw will be sent to the registrar and treasurer, and if any refund is owed, a cheque will be issued within 2-4 weeks. *For those that pay monthly, you will be billed and charged for your final installment.*

**COVID-19:**

Should the Canada Games Aquatic Centre pool be shut down or we are forced to cease our activities, the TIDE board will monitor the situation and attempt to get swimmers back in the water ASAP. As we cannot know until the end of the season how long our activities may be impacted, we will not be assessing any refunds or credits for COVID-19 related shutdowns until the end of the swim season in June.