

## Chinguacousy Curling Club Refund Policy

Effective as of December 15, 2024

This policy lays out the process by which refunds are requested and processed. The intention of the policy is to ensure that all parties requiring knowledge of a member withdrawal are advised in a timely manner and that member privacy is protected.

All refund requests are to be processed according to this policy.

A member wishing to withdraw should make their request by email to the convenor of any leagues the member wishes to withdraw from. The email must specify the last date curled. To streamline the process, the member should send a single email addressed to all convenors involved and copied to [registrar@chingcurling.com](mailto:registrar@chingcurling.com).

No reason is required for the refund request.

League convenors will make the necessary changes to teams and/or schedules to account for the member withdrawal.

The registrar will calculate the refund due and communicate that to the treasurer. (see below for refund calculation)

The treasurer will prepare a cheque made out to the member in the amount determined by the registrar. The cheque will be mailed to the member at the address on record in the registration database. Alternate means of delivery may be determined by the treasurer and registrar as appropriate.

The treasurer will communicate to the registrar that the refund has been processed. The registrar will update the member record to reflect the withdrawal.

### Refund Calculation

Members will be refunded a pro-rated amount based on the number of expected games for the season as determined by the board. The calculation will be:

$$(\text{Total Games} - \text{Games Played}) * (\text{Fees Paid} / \text{Total Games})$$

*where Total Games is established each season by the board*

Partially paid members will have their refunds adjusted accordingly.