

Appendix H - Strathcona Synatics Cancellation and Refund Policy:

The Strathcona Synatics Synchronized Swim Club is a non-profit organization. The club strives to maintain the lowest possible fees, while providing the highest level of programming possible. The Synatics incur a registration cost for each athlete, as well as pool bookings and coach wages based on registrations numbers. Due to these costs, the Synatics adhere to the following refund policy:

Any program cancelled by the Strathcona Synatics Synchronized Swim Club will be refunded in full to affected registrants.

Full Year Competitive or Recreational Program: (Competitive or Pre-Competitive Athletes):

Any withdrawal from the club must be formally submitted in writing to the Strathcona Synatics Head Coach and the Synatics Board of Directors President (See Appendix B, C for current coach and executive contact list).

Withdrawals prior to November 30, will require full payment to the end of the month of the withdrawal and will include any financial commitments made by the club on behalf of the athlete (which may include meet registration fees, uniforms/suits, travel or equipment).

Withdrawals made after November 30 will not be refunded.

Please Note:

- Extra Routines such as duets and solos are **non-refundable**.
- Membership dues paid to Synchro Alberta are **non-refundable**.
- In the case of extraordinary circumstances (i.e. injury or serious illness), an appeal can be made to the Synatics Board of Directors. A doctor's note may be requested as confirmation of injury or illness. Refunds in this circumstance will be considered on a case by case basis by the Synatics Board of Directors.
- Any athletes withdrawing from the Synatics competitive program without payment of outstanding required balances will be reported to Synchro Alberta.
- Please note there will be a charge of \$45 for any NSF cheques.

Sessional Recreation Programs: (Dip and Twirl Athletes/Camp Participants):

Withdrawal from a sessional recreation program can be requested via email at register@synatics.ca.

Withdrawals occurring after the beginning of the third lesson will not be refunded.

Please note:

- Membership dues paid to Synchro Alberta are **non-refundable**.
- For sessional recreation programs, the Strathcona Synatics does not offer refunds or make up classes for missed lessons.
- In the case of extraordinary circumstances (i.e. injury or serious illness), an appeal can be made to the Synatics Board of Directors. A doctor's note may be requested as confirmation of injury or illness. Refunds in these circumstances will be considered on a case by case basis by the Synatics Board of Directors.
- Please note there will be a charge of \$45 for any NSF cheques.