

Thornccliffe Greenview Ice Skating Club
Withdrawal, Injury/Illness, Missed Lesson Policies 2022-2023

Withdrawal Policy:

Withdrawals for a refund will be accepted up to one week before the start date of your program: Withdrawals will be accepted PRIOR to the 1st session of your program and notice must be received by email no later than one week before your first class. A \$50 admin fee will be deducted from your refund. **Note** – The \$15 invoice processing fee is non-refundable.

Withdrawing within one week of the start of your program or after the start of your program, refunds will be issued as follows:

1. Withdrawal within 14 days or less of start of program incurs a \$50 admin fee. Also, any sessions attended will be pro-rated and considered in the amount of your refund. **Note** – The \$43.65 Skate Canada fee and the \$15 invoice processing fee is non-refundable.
2. Withdrawal between 15 days and 30 days start of program incurs a \$50 admin fee **plus** you lose 50% of the program fee. **Note** – The \$43.65 Skate Canada fee and the \$15 invoice processing fee is non-refundable.
3. Withdrawal after 30 days or more of start of program **NO REFUND** is given.
4. If you register for multiple sessions and withdraw, you will lose the multi-session discount and refunds for future sessions will be calculated based on 1-3 above.
5. *At the discretion of the coaches*, 1st time Pre-CANSkaters who are not ready for skating lessons can move their registration to the next season. This will only be considered once and only after the 1st skating session.

Any withdrawal requests should be emailed to: registrar@tgiceskatingclub.com

Withdrawal requests due to injury or serious illness:

Any injury or serious illness should be reported to the Club & Coaches. **If the injury happened during a TGISC skating session, please inform a coach or board member immediately.** If withdrawal from a program is necessary, *a refund may be considered provided a doctor's medical note is submitted to the Club within 1 week of the injury or illness.* Please email a copy of your medical note to the Club & Coaches. Any refund considered will be less a \$50 admin fee. **Note** – The \$43.65 Skate Canada fee and the \$15 invoice processing fee is non-refundable.

Notifications of injury or illness should be emailed to both:

registrar@tgiceskatingclub.com

coaches@tgiceskatingclub.com

Notification to TGCA About Bingos No Longer Needed Due to a Withdrawal

If you withdraw from a program and have chosen to work bingos to offset your registration fees it is YOUR responsibility to contact to the TGCA office to inform them. Please note: if you miss one shift in the TGCA fee assistance program and do not find a replacement, your membership will be placed under review and any further missed shifts will result in your ineligibility in the fee assistance initiative and possible termination of your TGCA membership.

Missed Lessons & Make Up Classes:

No refunds or credits will be considered for missed skating sessions, or for those sessions cancelled due to test days, inclement weather or building maintenance problems.

There are no make up classes for PRE-CANSKATE & CANSKATE.

STARSkaters in Preliminary, Intermediate A/B, and Senior MUST give coaches 24 hours notice if missing a skating session or you can be charged for missed lessons. As your lesson time is being scheduled with a variety of coaches on any given day, it is a challenge to replace last minute absences and it is time consuming to re-organize our lesson plan. Thank you for your cooperation with this.

NEW Guidelines for Making up Missed Lessons (STARSkate/Intro to Figure Skating Only) - STARSkate & Intro to Figure Skating may submit a request to make up a missed day by filling out the [Absence Form](#) (more information to come on this) and is subject to approval. In this form you will indicate what day you are planning to miss and what day you wish attend as your make up day. Make up classes for both ice time, lesson time, or off-ice time will be based on availability and it is not guaranteed.

Please take note of the following guidelines surrounding make up days:

- Portions of missed days cannot be accumulated to make up a full make up day.
- All make up day requests must be submitted within 3 days of the day you wish to attend as your make up day.
- All make up days must be completed within one month of the day that was missed. STARSkaters will be allowed to make up to 1 day per month.
- For any extenuating circumstances or prolonged absences (i.e. you've made the volleyball team and now have practices on Tuesdays for 6 weeks or you were sick for 2 weeks, etc.) please let us know and we will do our best to work with each situation on a case by case basis.