

Refund Policy

Last Approved: June 6, 2022



Regular Season Refunds

Key Principles

1. Member playing privileges at the Oakville Curling Club (OCC) are for the fall & winter season from October 1st to April 30th. Members are eligible for league play, to spare with other teams/leagues, to participate in bonspiels (for a fee if applicable), and to use practice ice as available. It is understood that those registering for membership at OCC are committing to their membership for the entire season and that their membership fees will be non-refundable except as provided herein.
2. For the purposes of this policy, the following fees are defined as follows:
 - a. Member Base Fee - The sum of the Base Fee, Debt Service Fee, and Capital Levy
 - b. League Fees - The sum of all League Fees the Member has paid
 - c. Ancillary Fees - The sum of all other fees, such as locker fees, OCA fees, and Prize Levies
3. A Member who has registered and paid for one or more leagues, and who subsequently determines that they cannot play in the regular curling season may, by notice in writing to the Club office, withdraw from one or more leagues, and will be entitled to a refund based on the following schedule:
 - a. On or before October 1st - full refund of the Member Base Fee, League Fees, and all other ancillary fees plus applicable taxes.
 - b. From October 1st to December 31st - 50% of League Fees for the relevant leagues plus applicable taxes. Member Base Fee and all other ancillary fees are non-refundable after October 1st.
 - c. On or after January 1st - refunds will be assessed on a case-by-case basis by the Club's Management Team and/or Executive Committee.

4. If a Youth Member does not wish to play in the curling season for any reason and withdraws by the end of 3 weeks of play, a full refund will be provided including all fees and taxes.
5. A Member who has paid the Member Base Fee and has received a full or partial refund of their League Fees will retain their status as a Member of the Corporation per OCC's bylaws, until the next Annual General Meeting.

Procedures

1. A member who wishes to request a refund of their League Fees should submit their request in writing to the Club office.
 2. All refund requests will be reviewed by the Assistant General Manager and General Manager of the Club for approval. Refund requests that fall outside the parameters of this policy may be considered at the sole discretion of the Club's Executive Committee
 3. Any refund requests received before March 31st, if approved, will be refunded to the billed credit card or by cheque, if requested.
 4. Any refund requests received after March 31st, if approved, will be provided as a credit for the following season's membership.
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Events beyond the control of the Club

1. If there are events outside of the control of the Club which require, for example, closure of the club, modification of the curling season, and/or delays or alterations in league play or other club activities; the Board of Directors may, based on the particular circumstances, consider paying refunds, partial refunds or no refunds of membership fees. The decision of whether or not to pay refunds in each such particular circumstance will be at the sole discretion of the Board of Directors.