

## **FWCC Refund Policy**

The following refund policies applies to the 2023/2024 season and covers leagues hosted by the club itself.\*

**Note: All refund policies listed below will be subject to a \$25 (per person) administration fee to help cover credit card fees and administrative labor associated with the process. A minimum calculated refund amount of \$20 (net of the administration fee) is required for a refund to be processed.**

If the curling season is cancelled prior to the start of the season, members will be provided with a full refund (minus administration fee).

If the curling season must be postponed or delayed without notice, curling fees paid will be credited on a prorated basis (minus administration fee) for the curling games missed.

If a curler is unable to continue with their season due to a long-term injury, permanent relocation to another city, or another issue beyond their control, the membership committee will consider a pro-rated refund request on a case-by-case basis.

However, prorated refunds **will not be issued** under any of the following circumstances:

- Lost games due to a temporary closure of the club for Health & Safety related requirements or another force majeure.
- Where the total amount of games lost (only including games scheduled prior to March 23, 2024) is 3 or less. Any games lost beginning March 23, 2024 through to the end of the season will not be counted and are not subject to a refund.
- Where special events take over club facilities and the member curling schedules must be scheduled around such events.

The Fort William Curling Club will make reasonable efforts to ensure make-up games can be rescheduled.

*\*This policy does not apply to bonspiels or other special events hosted at the club. Each bonspiel or event committee will determine their own policy on refunds/cancellations.*