**Yukon Graylings Masters Swim Club**

**Fee Payment and Refund Policy**

**Policy Date: 14-Feb-2024**

Purpose: the purpose of this policy is to outline how club membership fees are paid, and the circumstances under which the Yukon Graylings Board of Directors (‘the Board’) will approve an application for refund of Graylings Masters Swim Club membership fees (‘membership fees’ or ‘fees’).

Policy:

1. Fee Payment:

* All membership fees for each upcoming season, and for special events such as the Christmas Camp, will be payable in full upon registration.
* Membership fees are paid by credit card using the payment function on the online registration tool.

1. Graylings Master Swim Club Fee Refunds:

* All applications for refund should be made in writing to the Board at [graylingsmasters@gmail.com](mailto:graylingsmasters@gmail.com)
* The Board will review applications at the next scheduled Board meeting. Board meetings are typically held every 4-6 weeks. A written response either approving or rejecting the request will be sent by the Board within 24 hours of the Board meeting where the application is reviewed.
* All approved refunds will be paid to the member by electronic transfer (e-transfer) and cannot be used as a cashless credit towards future season fees.
* A processing fee of $20 will be deducted from all approved refunds.
* The Masters Swimming BC membership fee, payable once a year, is non-refundable.
* The Board will generally approve requests for refunds under reasonable circumstances, with refunds calculated as follows:

Regular Season Membership:

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| --- | --- |
| **Application Timing** | **Refund** |
| Within 3 days of individual registration | 100% |
| Within 4 weeks (28 days) of season start | Pro rated refund calculated based on the % of the season remaining. |
| 4 weeks or more after season start | None |

Special Event Membership (e.g. Christmas Camp)

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| **Application Timing** | **Refund** |
| Within 3 days of individual registration | 100% |
| 3 days or more after individual registration | None |