



REFUND POLICY

POLICY STATEMENT: To ensure clarity of the Canada Snowboard refund process for all sanctioned events, courses and memberships.

Policy Category:	Sport & System Development (“SSD”)
Approval Authority:	Sport & System Development, Manager
Department:	Sport & System Development
Approval Date:	September 18, 2019
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Revision Date(s) Approval:	NA
Related Policies:	CS Guidelines Event Handbook – Grom Series Event Handbook – Provincial/Territorial Series Event Handbook – Air Nation Freestyle Tour Event Handbook – Speed Nation SBX Tour Event Handbook – Speed Nation Alpine Tour CSCP Operations Manual Club Membership Policy Individual Membership Policy

Definitions & Principles

Purpose

1. Clarify the Canada Snowboard refund process.

Terms:

The following terms referred to in this document:

- a. “CAC” – Canadian Association of Coaching
- b. “CS National Membership System” – The registration and database portal used by CS to collect all Individual and Club Memberships, Sanction Requests and Event Registrations. As of July 1 2019 CS is partnering with Interpodia/SnowReg to deliver this system.
- c. “CSCP” – Canada Snowboard Coaching Program
- d. “D & O Insurance” – Directors and Officers Insurance
- e. “FIS” – The International Ski Federation
- f. “IPC” – The International Paralympic Committee
- g. “Membership” – The term used for an individual athlete, coach, judge or official annual licence/membership.
- h. “PTSA” – Provincial/Territorial Sports Organisation
- i. “SAIP” – Sport Accident and Insurance Program

Scope and Application

2. All Canada Snowboard;



- a. Sanctioned Events/Competitions;
- b. Officials, Judges and Coaches Courses;
- c. Athlete, Coaches, Judges, Officials, Volunteer and Subscriber Memberships; and
- d. Add-Ons (Insurance, FIS Licences/IPC and ChPC Registration)

Policy Details

3. The following outlines the different refund processes for Sanctioned Events/Competitions, Courses, Insurance and Membership purchases:

a. Event Registration Fee:

Event/ competition's registration fee refunds require the approval from the Provincial/ Territorial Snowboard Association's Executive Director.

The following are viable reasons for permitting event/ competition registration Fee refunds:

- Event cancellation or date/location changes
- Injury sustained prior to event official training day, preventing participation in event – must be confirmed with doctor's note.
- Request for refund must be submitted by email to the Provincial/ Territorial Snowboard Association's Executive Director at least two (2) hours prior to the Team Captain's meeting or official event training.

Refunds for cash or cheque transactions must be refunded by cheque. Credit card refunds must be processed via card transaction credit. All refunds made through the Canada Snowboard Membership System are subject to a \$5 administration fee.

b. Lift Tickets:

Lift Tickets are not refundable in any circumstance.

c. Judges and Officials Courses

Course registration fees refunds will be issued with the approval from the PTSA Executive Director. All refunds made through the Canada Snowboard Membership System/Course Registration Platform are subject to a \$5 administration fee.

d. CSCP Courses:

Course registration fees refunds will be issued with the approval from the CS Coaching and Programming Senior Coordinator. Refunds will be processed via online course registration system. All refunds made through the Canada Snowboard Membership System/Course Registration Platform are subject to a \$5 administration fee.

For late cancellations for the any CSCP coaching course, the following charges will be applied:

- I. Within three (3) weeks of the start of the course: 15% of registration fees
- II. Within two (2) weeks of the start of the course: 30% of registration fees
- III. Within one (1) week to the start of the course: 40% of registration fees
- IV. Within three (3) days to the start of the course: 50% of registration fees
- V. Within twenty-four (24) hours or no show: 100% of registration fees

Canada Snowboard has the right to cancel any course without prior notice, and will not be responsible for any expenses incurred by the participant. Course fees will be refunded at 100%.

e. Memberships

Canada Snowboard Memberships (athlete, coach, judge, official or other memberships) purchased through the Canada Snowboard National Membership System may be refunded if:

- The member registered for the wrong membership type or in the case the membership will not be used during the season;
- The individual has not have participated in any sanctioned training, competition or activity during the season from which the membership has been requested to be refunded;



- The request for refund has been made through the members' associated PTSA;
 - The request for refund has been made within 2 weeks of purchasing the membership.
- All refunds made through the Canada Snowboard Membership System are subject to a \$5 administration fee.

f. Membership Add-Ons

For the purchase of any Canada Snowboard Membership Add-Ons (Insurance, FIS Licences, CAC Licences) the following refund policies apply. All refunds made through the Canada Snowboard Membership System are subject to a \$5 administration fee.

i. *Insurance (SAIP + D & O)*

The purchase of insurance through Canada Snowboard (SAIP insurance for athletes and D & O Insurance for Not for Profit Clubs) may be refunded if:

- The insurance was purchased accidentally.
- The member (Club, athlete, coach) has not participated in any sanctioned trainings, activities or competitions.
- The wrong policy was accidentally purchased, in which case the member may have the difference between the purchased and correct policy invoiced or refunded. The upgrade to a more expensive policy may be done at any time, however if the member has participated in any sanctioned training or competition they can not downgrade their policy from that purchased.
- The request for refund has been made through the members' associated PTSA;
- The request for refund has been made within 2 weeks of purchasing the membership.

ii. *FIS/IPC Licences*

The purchase of a FIS/ IPC Licence through Canada Snowboard may be refunded if:

- The licence was purchased accidentally.
- The member (Club, athlete, coach) has not participated in any sanctioned trainings, activities or competitions.
- The request for refund has been made through the members' associated PTSA;
- The request for refund has been made within 2 weeks of purchasing the membership.

iii. *CAC Registered Professional Coaching Status*

The purchase of a CAC Registered Professional Coaching Status through Canada Snowboard may be refunded if:

- The registration was purchased accidentally.
- The request for refund has been made directly to Canada Snowboard.
- The request for refund has been made within 2 weeks of purchasing the membership.

Review and Approval

4. *Guidance*

For interpretation or guidance on the application of this policy, please contact Canada Snowboard at info@canadasnowboard.ca. Any recommended changes or formal application of this policy resides under the authority of the Canada Snowboard Sport & System Development Team.