



REIMBURSEMENT POLICY: 2025-2026 SEASON

Revised June 23, 2026

Scope of Application

This policy outlines the steps to be taken when a member wants to cancel their Curling des Collines membership in order to obtain a refund, if necessary and applicable. A refund will be considered for reasons of illness and/or injury. Members who go on holiday during the season or who must be temporarily absent for health reasons will have no right to any fee reduction or refund.

Fees – 2026--2027 Season

Details of the fee structure are included in the Registration Policy and are described in the document: [Fee Structure](#). **The fee structure includes non-refundable fees.**

Non-refundable Fees (once the season has begun):

- Fixed club membership fee
- Fixed Curling Québec affiliation fee
- Fifth player membership fee

Refundable Fees:

- Fees related to league registration if the conditions below are met.

Procedure – Refund Application:

To cancel a membership, a member must submit a written application to the person in charge of the Curling des Collines Membership Committee (Richard Gervais). The date of receipt will be considered to calculate the refund. All membership cancellation applications must have been submitted before March 1 of the current season for the amount paid to be refunded in full or in part. A refund, including applicable taxes, will be made as follows:

- All fees may be fully reimbursed when an application is submitted before the applicant's first game.
- If the application is received after March 1 of the current season, no refund will be granted.
- If the application is received between the start of the season and March 1 of the current season, the application will be evaluated, and if deemed reasonable by the membership committee, a refund will be prorated by the number of elapsed weeks (according to the club's annual calendar). Reimbursement of fees related to one or more leagues will be prorated.

Specific Event

When a game is cancelled because of an unforeseen or specific event (power failure, storm, tournament, etc.), the League Director will try to reschedule the game.

If, however, members have been offered less than 21 weeks of play in the timeslots where they were registered, Curling des Collines will calculate the amount owed at the end of the season. Each member will then have the option to dispose of the amount as he or she desires, whether it be a donation or a refund.

Commitment During an Event Considered as an Act of God

Curling des Collines is committed to providing curling to its members. Unfortunately, this commitment might be unfulfilled because of an event considered as affected by an Act of God (fire, tornado, Government decree, etc.). Curling des Collines has many financial obligations that continue during such an event. Fixed costs (insurance, debt repayment, Hydro, etc.) continue to accumulate even when the centre is closed. These types of unforeseen events may have an important impact on present and future cash flow needs, which will also affect all members. Certain measures may be taken to reduce the impact on cash flow, such as rate increases and a review of operating expenses.

It is particularly important to note that Curling des Collines exists for the benefit of all its members. The Board of Directors seeks to ensure its sustainability and will take the necessary steps to reduce current expenses. Accordingly, we must make every effort to ensure the club's survival. It is for this reason that we apply the following scenarios:

Scenario 1 - In the case of a full cancellation of the season, people having paid membership fees will have the following options:

- a) leave the amount paid as a donation to the club, without a credit note or a tax receipt;
- b) leave the amount paid as a credit until the club re-opens;
- c) request a refund for the amount paid to make a donation to Curling des Collines with tax receipt, if offered through Sport Québec;
- d) request a total refund of the amount paid;
- e) request a combination of the 4 aforementioned options.

Scenario 2 - In the case of a shortened season, when members have been offered at least 21 weeks of play in the timeslots they registered, neither credit nor refund will be granted.

If, however, the season is shortened but members have been offered less than 21 weeks of play (as the case may be) in the timeslots where they were registered, Curling des Collines will retain all amounts paid until the end of the season to calculate credits. Credits will also be calculated for those registered in Training Programs, based on the number of sessions offered. Credits will be reasonably calculated, taking into account Curling des Collines' commitment. Each member will then have the option to dispose of the amount as he or she desires, whether it be a donation, a credit or a refund.

Scenario 3 - In the case of a delayed season, the club will keep the amounts paid. Depending on the final status of the season, cancelled or shortened, scenarios 1 and 2 will apply.

Membership Committee

June 23, 2026