



REIMBURSEMENT POLICY: 2024-25 SEASON

Revised June 6, 2024

Reimbursement Application

Membership fees may be reimbursed in full when an application is submitted before the applicant's first game.

No refund will be granted:

- After 5 weeks of play have been offered for half-season memberships.
- After 10 weeks of play have been offered for full-season memberships.
- For Spare, Fifth Player, and Associate Memberships.

Refund applications due to medical problems will be considered.

Refunds are processed from the date of receipt and are issued on a pro rata basis according to the number of weeks played, less the \$10 administrative fee and Curling Québec membership fee.

Note: Members going on vacation during the season will not be entitled to any reduction of the membership fee.

Specific Event

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

If, however, members have been offered less than 21 weeks of play for a full season or 10 weeks of play for a half-season 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 center 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 the cash flow, such as rate increases and/or 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 Center's survival. It is with this in mind 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 Center, without credit note or tax receipt;
- b) leave the amount paid as a credit until the Center re-opens;
- c) request a refund for the amount paid to donate 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 options.

Scenario 2 - In the case of a shortened season where members have been offered at least 21 weeks of play for a full season or 10 weeks of play for a half-season in the timeslots they were registered, neither credit nor refund will be granted.

If, however, the season is shortened but members have been offered less than 21 or 10 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, considering 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.

If the season only starts in January 2025, half-season rates will apply.

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

*Board of Directors
June 6, 2024*