

Document ID <b>PL-13</b>	Title <b>Refunds</b>	Effective Date <b>8 Jun 2015</b>
Revision <b>0</b>	Prepared By <b>Membership Committee</b>	Date Prepared <b>8 Jun 2015</b>
	Approved By <b>Board of Directors</b>	Date Approved <b>8 Jun 2015</b>

**Policy Statement:**

1. As the ski season is only 4 months long (December - March), the Club will consider refund requests on a case by case basis, and at its discretion may issue a full or partial refund, or no compensation, based on the guidelines in the following sections.

**Guidelines:**

2. A member requesting a refund must submit their request in writing (email is acceptable), with their reason.
3. All requests for refunds will be considered and decided on a case-by-case basis by a Committee made up of the Chalet Manager, a Club board member on the Chalet Committee, and the Membership Coordinator. The Club Treasurer will issue any refunds and the Membership Coordinator will make any necessary changes to the Zone4 membership database.
4. The Club will apply an Administration Fee of \$20.00 to all membership refunds.
5. Refund Options:
  - a. A full refund minus the Administration Fee will be issued, provided the member has done little or no skiing prior to the occurrence/injury leading to their refund request. Anyone issued a full refund will be removed from the 'active member' list on Zone4 for that season.
  - b. No refunds will typically be made for requests submitted after February 14<sup>th</sup>.

**Revision History:**

Revision	Date	Description of Changes	Requested By
0	8 Jun 2015	Approved by Board of Directors	Membership Committee