

REFUND POLICY

PFSC is a non-profit organization that relies upon skating fees and extensive fundraising to pay for ice rental and professional skating coaches. We strive to keep our fees as low as we can to ensure accessibility to as many families as possible in our community. Our low skating fees mean that we cannot offer refunds except in the following conditions:

- CANSKATE: Refunds are only applicable for **first time registrants** and can only be requested within the first 3 scheduled sessions. There are no refunds after 3 weeks.
- VALID MEDICAL REASONS: The skater must have missed a minimum of 4 weeks of skating sessions before the Board of Directors will consider the request. All requests for refunds must be in writing, addressed to the Board of Directors and must be supported by medical documentation/certificate before any consideration is given. Refunds, if granted, will be pro-rated. Proration, if any, will be based on the date the notification is received.
- RELOCATION/MOVING: Refunds, if granted, will be issued and prorated in circumstances where the family is relocating to another town.
- LOW REGISTRATION: The Peninsula Figure Skating Club reserves the right to cancel or modify sessions with low registration. Registrants will be offered their choice of an alternate comparable session or a full refund.
- Skate Canada fees and program administration fees are non-refundable under any circumstances. Any refund of the volunteer levy/fees will be at the discretion of the Board of Directors.
- Unless the Board of Directors determine otherwise, any refunds granted will be issued as ice credits in the form of a gift certificate on your Uplifter account. Ice credits/gift certificates are not transferable. Gift certificates will expire at the end of October of the following year.

NO CONSIDERATION FOR THE FOLLOWING SITUATIONS:

- The Club is not responsible to make up sessions missed by the skater. If a skater misses a day/session they may not skate on a different session to “make up” for a missed session. Refunds will not be considered for skaters who have missed some of their registered sessions.
- The Club is NOT obligated to refund registration fees for unforeseen ice closures due to special events/circumstances, or equipment/mechanical breakdown beyond our control. The Club will make every effort to make up for cancelled sessions.

Peninsula Figure Skating Club - Volunteer Requirements

Peninsula Figure Skating Club is a non-profit organization, operated and managed by volunteers from the PFSC executive board and skaters' parents/guardians. Volunteer efforts contribute to the functioning of the Club and the experiences of participants. Previous experience is not necessary. Volunteering with the Club provides an opportunity to learn about figure skating and Club operations, meet other members, and participate in activities that support the organization.

Over the past decade, the Club has seen considerable growth, which has increased the effort required to manage its operations. The Club relies on volunteers at all levels to donate their time. Accordingly, the board has implemented a "Volunteer Levy" in order to highlight the need for volunteer support in maintaining Club functions. This levy will be refunded to those who participate in volunteer roles or activities.

At registration, there are two options available. You may opt NOT to volunteer by paying a non-refundable Volunteer Fee of \$125.00. Alternatively, you may choose YES to volunteer; with this option a Volunteer Levy of \$125.00 will be charged at registration and refunded once your required volunteer requirements have been completed.

In order to have your volunteer levy refunded, you will be required to report all volunteer credits by completing the form available on our website (www.peninsulafigureskatingclub.com) under the volunteer tab. Notifications regarding upcoming events and volunteer opportunities will be provided in the monthly Newsletter, listed on our Volunteer page and/or distributed via email throughout the year.

Parents/guardians of CanSkaters are required to fulfill 50 volunteer credits, while STARSkate Parents/guardians must complete 100 volunteer credits. For families with more than one skater registered in the Club, the highest applicable credit requirement will apply. Number of credits earned will be posted for each opportunity.

Numerous opportunities are available throughout the year to accumulate volunteer credits, including but not limited to:

1. Bottle Drives – Distributing flyers, sorting, bottle collection, set up/clean up
2. Car Wash – washing cars
3. Purdys Chocolates – Sorting and distributing merchandise
4. Assessment Days – Music player, runner, arranging food/snacks
5. AGM – Arranging food, drinks, eating utensils, set up/clean up
6. Music – Assisting coaches by playing music for all STARSkate sessions

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7. CanSkate Attendants – Assisting coaches (off ice) during all CanSkate sessions
8. Rink Board Advertising – Securing rink board advertising for the season
9. Executive Member – Serving on the board of directors
10. Consignment – Coordinating with buyers/sellers, tracking consignment and sales
11. Newsletter – Compiling the monthly newsletter
12. Arena Bulletin Board – Updating the skating bulletin board as needed
13. Photography – Capturing photographs of skaters during sessions
14. Donations – Seeking donations for club activities
15. Raffle Tickets – Distributing or selling raffle tickets at designated locations

To view and register for available volunteer positions, please visit the registration page and select “add volunteer position” from the menu on the left side. We will use Signup Genius for some volunteer opportunities and will send the link through email. Kindly ensure that your email contact information on your Uplifter account is accurate and that you have opted in to all three communication preferences so that you will receive important notifications.

Financial Assistance

At the Peninsula Figure Skating Club, we recognize that financial constraints can affect participation in sports. We are committed to supporting families by minimizing barriers whenever possible. Financial assistance is available to eligible families through Kidsport (www.kidsportcanada.ca) or Jumpstart (<http://jumpstart.canadiantire.ca>).

Payment Plans

Payment plans are available upon formal written request and are evaluated individually. The initial payment must cover the Skate Canada fee (\$64.70), a 1.75% administration fee, the volunteer fee or levy (\$125), plus a minimum of 25% of registration fees. Remaining payments must follow the agreed schedule, with final payment due by January 15th. Skaters with overdue accounts may be prohibited from participating in future sessions until balances are paid in full.

Equipment

CanSkate:

Rental equipment is not available during CanSkate sessions. Skaters must bring their own skates, gloves or mittens and must wear a CSA-approved hockey helmet. Only CSA-

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approved hockey helmets are accepted in accordance with Skate Canada safety standards.

Proper skates are very important for comfort and safety. Please visit our website at www.peninsulafigureskatingclub.com and watch the short video at the bottom of the page for information on selecting proper equipment for CanSkate. Skaters may wear figure skates or hockey skates.

Package Prices

Peninsula Figure Skating Club does not allow exceptions to package pricing, except in the following cases: 1) Adult/Gold Feet skaters; 2) skaters who are members of another club; 3) when a skater has already purchased a full package and wishes to add an additional segment. This policy applies throughout the entire year.

Skate Canada Fee

Skate Canada Registration Membership, Insurance and Safe Sport Fee must be paid by every member and is valid from September 1 – August 31 each year.

This fee is non-refundable.

Program Administration Fee

1.75% of the total invoice amount. This fee is non-refundable.

NSF Cheques

A \$50 fee will be charged for all NSF cheques.

Photography Policy

Periodically, we photograph our skaters for promotional materials or to acknowledge their accomplishments. Upon registering your skater with PFSC, you will be asked to complete a media release form granting permission for such photographs intended for publicity purposes.

If you wish to photograph your own skater, please make certain that no other skaters are included in your images. Additionally, photography while on the ice surface is strictly prohibited.

Please note that coaches may record skaters during sessions for coaching purposes only; these recordings are exclusively for individual instruction and will not be distributed publicly.