

# St. Albert Pickleball Club

## Board Policies

### Financial

#### Refunds and Credits

##### **Policy:**

Refunds for goods, services or registrations will not be provided unless these goods, services or registrations were specifically advertised as refundable, or the event is cancelled by the club and the original event registration cost, excluding taxes, exceeded \$39.99. Credits over \$5.- owed to a member will be useable for other purchases for 9 months after the credit accrued. After the 9 months the credit will be rescinded, and the amount added to SAPC`s income.

##### **Purpose:**

- To reduce the large volunteer effort to do refunds to a manageable level.
- To efficiently attract and manage registrations for new types of events.

##### **Clarification:**

1. The club may offer refunds for a limited time or under limited conditions to attract registrations and gauge interest in events that may not attract sufficient participation.
2. Refund amounts will be reduced by the financial transaction costs and other costs the club incurs.
3. The club may provide an equivalent event or, if the amount exceeds \$5.-, a club credit redeemable for 9 months instead of a refund.
4. Credits under \$5.-, or any credit carried longer than 9 months will default back to the general funds of the SAPC.
5. Refunds will not be provided for membership fees or sticker cards. Membership in the club is not transferrable, members may sell stickers to other members.
6. No refunds will be issued if the club is still providing the service or event as it had been offered, including postponement to an advertised rain date for the event.
7. Members who can no longer make use of a service or event they have paid for are expected to look for a substitute unless otherwise specified in the service or event advertisement. Members may seek reimbursement from a substitute they locate. The club will not help with finding a substitute, but members can use the club membership directory or social media to find substitutes.
8. Use of these automated systems does not imply that a service is refundable.
9. If a service is advertised as cancellable by a member or guest, such advertisement will not imply that it is also refundable.
10. No refunds will be issued for amounts below \$40.-, except for when a series of events is cancelled part-way through, and the total cost of the events was over \$40.- including taxes.

11. The Board is the final authority to grant or deny a refund under circumstances not foreseen by this policy or its clarification statements.

Approval date: May 3, 2022