



Policy Name:
Registration, Refund & Fee Policy

Policy Number:
BGC - 9

Policy Purpose

The purpose of this policy is to provide clear and consistent information regarding payment requirements, registration, refunds, cancellations, administration fees, late registration fees, bonds, and other financial obligations related to programs and events offered by Brazeau Gymnastics Club (the “Club” or BGC).

The policy is intended to ensure that athletes, parents/guardians, and the Club understand the financial commitments associated with registration and that refunds and fees are administered fairly and consistently.

1 Scope

This policy applies to all athletes, parents/guardians, and registrants participating in recreational programs, classes, sessions, and events offered by Brazeau Gymnastics Club, including:

- Registered session classes and programs;
- Session events;
- Drop-in classes; and
- Drop-in events.

This policy should be read together with the Club's registration information, program calendar, and any event-specific terms communicated at the time of registration.

2 Definitions

For the purposes of this policy, the following definitions apply:

“Administration Fee” means a non-refundable fee charged by the Club to cover administrative costs associated with processing a withdrawal or cancellation.

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“Athlete” means an individual registered to participate in a class, program, session, or event offered by the Club.

“Bond” means a \$125.00 commitment bond required for each athlete, per class, at the beginning of a session. The bond is held by the Club as security for the athlete's required fundraising and/or volunteer commitment and is returned when the commitment has been completed, subject to the Club's applicable requirements.

“Club” means Brazeau Gymnastics Club.

“Drop-in Class” means a scheduled gymnastics class that may be attended on an individual basis without registering for or committing to a full session.

“Drop in Event” means an event that is not part of a session and is available for anyone who meets the applicable age or participation requirements.

“Registration” means the process of enrolling an athlete in a class, program, session, or event and completing the required payment and registration requirements.

“Registration Closed” means the date and time established by the Club after which regular registration for a class, program, session, or event is no longer available. Registrations accepted after this deadline may be subject to a late registration fee.

“Session” means a scheduled recreational program consisting of a series of classes offered over a defined period. Sessions may include Fall, Winter, and Spring programming and may include both Artistic Gymnastics and Rhythmic Gymnastics.

“Session Event” means an event offered as part of a session and available to athletes registered in the applicable program or session. Session events may have an additional registration fee.

“Withdrawal” means the cancellation of an athlete's registration in a class, program, or event by the registrant or parent/guardian.

3 Interpretation

Shall, Must, Will or Require – indicates that actions are mandatory and apply to all situations.

Should – indicates direction to strive to achieve the outlined action, but it is not mandatory.

May – is discretionary, meaning the policy can be implemented if the Club chooses to do so. This is typically dependent on context and individual circumstance.

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4 Registration and Payment

4.1 Payment Due at Registration

All fees are due at the time of registration unless an alternative payment arrangement has been approved by the Club in advance.

Payment options and instructions are provided through Uplifter, the Club's registration and payment system.

Registration is not considered complete until the required registration information and payment requirements have been satisfied.

4.2 Payment Responsibility

The individual registering an athlete, or the athlete's parent/guardian where applicable, is responsible for ensuring that:

- All registration information is accurate;
- Payment is made by the required deadline;
- Any payment arrangement approved by the Club is followed; and
- Any outstanding balance is paid promptly.

The Club reserves the right to restrict participation or future registration where an account has an outstanding balance or is in arrears.

5 Refund Policy – Registered Session Classes and Programs

Refund deadlines for registered session classes and programs will be clearly identified on the Club's program calendar and/or registration information.

The refund deadline will generally be approximately the end of the second week of classes.

5.1 Withdrawal Before the Refund Deadline

An athlete may withdraw from a registered session class or program before the published refund deadline and receive a refund of eligible program fees, less the Alberta Gymnastics Federation (AGF) fee and a \$40.00 administration fee.

The AGF fee and administration fee is non-refundable.

5.2 Withdrawal After the Refund Deadline

Once the published refund deadline has passed, no refunds will be issued for withdrawal from a registered session class or program.

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Members are responsible for reviewing the applicable refund deadline before registering.

5.3 Missed Classes

Refunds or credits will not normally be provided for individual classes missed by an athlete due to illness, vacation, scheduling conflicts, or other personal circumstances.

Where the Club cancels a class or program, the Club will determine the appropriate remedy, which may include a make-up class, credit, or refund.

6 Refund Policy – Session Events

Session events are events offered as part of a session and may have separate registration fees.

Any refund deadline applicable to a session event will be communicated at the time of registration and/or on the Club calendar or event information.

Where a specific refund deadline is not provided, the Club may establish the applicable refund terms based on the nature and costs of the event.

Once the applicable refund deadline has passed, **no refund will be issued**.

The Club may retain any non-recoverable costs incurred on behalf of the athlete in connection with an event.

7 Refund Policy – Drop-in Classes

Drop-in classes are individual scheduled classes that do not require a full-session commitment.

7.1 Withdrawal Deadline

A refund may be requested up to 9:00 am the day before the scheduled drop-in class.

For example:

- A drop-in class scheduled for Friday may be cancelled for a refund up to 9:00 am on Thursday.
- A cancellation received on after 9:00 am Thursday is not eligible for a refund.

This deadline is intended to provide the Club with sufficient notice to manage staffing, space, and program capacity without requiring families or Club staff to calculate an exact 24-hour period.

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7.2 Administration Fee

Eligible refunds for drop-in class withdrawals will be subject to a \$10.00 administration fee.

7.3 Late Cancellation and No-Shows

No refund will be provided for cancellations received after the withdrawal deadline or for athletes who do not attend a registered drop-in class.

8 Refund Policy – Drop-in Events

Drop-in events are events that are not part of a session and are available to individuals who meet the applicable age or participation requirements.

8.1 Withdrawal Deadline

A refund may be requested up to 9:00 am the day before the scheduled drop-in class.

For example:

- A drop-in class scheduled for Friday may be cancelled for a refund up to 9:00 am on Thursday.
- A cancellation received on after 9:00 am Thursday is not eligible for a refund.

8.2 Administration Fee

Eligible refunds for drop-in class withdrawals will be subject to a \$5.00 administration fee.

8.3 Late Cancellation and No-Shows

No refund will be provided for cancellations received after the withdrawal deadline or for athletes who do not attend a registered drop-in class.

9 Late Registration Fees

A \$25.00 late registration fee applies to any registration for a session class, session program, or session event that is received after registration has closed.

The late registration fee applies regardless of whether registration is completed online or through another registration method approved by the Club.

Late registration is subject to availability. Payment of the late registration fee does not guarantee that the Club will be able to accept the registration.

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The Club reserves the right to decline late registrations where a program or event is full, staffing is unavailable, or registration can no longer reasonably be accommodated.

10 Non-Sufficient Funds or Late Fees

10.1 Non-Sufficient Funds (NSF) Cheques

A \$55.00 handling fee will be charged for any cheque returned to the Club due to non-sufficient funds (NSF) or another reason that prevents the cheque from being processed.

The original outstanding amount, together with the \$55.00 handling fee, must be paid using an accepted payment method.

10.2 Late or Missed E-Transfers

E-transfer payments must be sent to the correct Club email address and within the timeframe agreed upon with the Club.

A \$10.00 additional administration fee will be charged where an e-transfer:

- Is sent after an agreed payment deadline; or
- Is sent to an incorrect email address and requires additional administrative follow-up.

Members are responsible for confirming the correct payment information before sending an e-transfer.

11 Bond Requirements

The Club requires a **\$125.00 bond per athlete, per class** to be provided to the Club office before the beginning of the applicable session. The bond may be a post-dated cheque, cash, or electronic transfer (e-transfer).

The bond is held by the Club as security for the athlete's required fundraising and/or volunteer commitment.

11.1 Return of the Bond

Once the athlete's required commitment has been completed in accordance with the Club's fundraising and/or volunteer requirements, the bond cheque may be returned. Generally, the Treasurer and Club President review bonds near the end of the session and they may be returned or held for the following session if agreed to by the member.

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11.2 Opting Out of Fundraising or Volunteering

Members who choose to forgo either the required fundraising or volunteer commitment must add \$125.00 to the applicable class fees at the time of registration.

11.3 Failure to Provide the Bond

If the required bond cheque is not provided before the beginning of the session, the applicable \$125.00 amount will be charged to the member's account.

An outstanding bond amount may result in restrictions on registration for future classes, sessions, or events until the account has been brought into good standing.

12 Club Cancellations and Changes

If the Club cancels a class, program, or event, the Club will communicate the cancellation to affected registrants as soon as reasonably possible.

Depending on the circumstances, the Club may provide:

- A make-up class or event;
- A credit toward future programming;
- A partial or full refund; or
- Another reasonable remedy determined by the Club.

The remedy may depend on the reason for cancellation, the amount of notice provided, and any non-refundable costs incurred by the Club.

The Club is not responsible for costs incurred by members outside of the registration fees paid to the Club.

13 Refund Processing

Where a refund is approved, the refund will normally be processed through the Club's registration/payment system and, where possible, returned using the original payment method.

Refunds are subject to the applicable administration fees and any other non-refundable costs identified in this policy or in the registration information.

Processing times may vary depending on the payment method and financial institution.

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14 Account Balances and Registration Restrictions

All outstanding balances owed to the Club must be paid before an athlete may register for future classes, programs, sessions, or events.

The Club may place a hold on an account where fees, NSF charges, bond amounts, or other approved charges remain outstanding.

Registration restrictions will remain in place until the outstanding balance has been resolved.

15 Exceptions

Exceptions of this policy may be considered in exceptional circumstances at the discretion of Board of Directors or Executive Committee.

Any exception must be approved by an authorized Club representative.

Approval of an exception in one circumstance does not create an obligation for the Club to make the same exception in the future.

16 Communication of Refund Deadlines

Refund deadlines and any event-specific cancellation terms will be communicated through the Club calendar, registration information, Uplifter website, or other official Club communication.

It is the responsibility of the member or parent/guardian to review the applicable deadlines and financial terms before completing registration.

By completing registration, the registrant acknowledges and agrees to the payment, refund, cancellation, and fee requirements applicable to the registered program or event.

17 Policy Review

This policy will be reviewed periodically by the Board of Directors to ensure that it remains clear, practical, and consistent with the Club's operational and financial requirements.

The Club reserves the right to amend this policy. Updated policies will be communicated through the Club's usual communication channels.

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