



Refund Policy

This policy addresses North Bay Curling and Athletic Corporation refunds specifically for North Bay Curling. All fees are non-refundable except for specific situations outlined in this policy.

In extenuating circumstances, prior to the commencement of the season, and at the sole discretion of the North Bay Curling and Athletic Corporation, refunds may be granted. The request and reason for the request shall be sent to office@northbaycurling.com. If granted, the refund will be issued via the same method of payment that was used to register.

For situations outside the control of North Bay Curling where the facility is required to be closed, the following guidance will be used. For the purposes of partial refunds, they will be based on scheduled weeks of league play in the season or trimester as applicable.

1) Adult and Junior Memberships

- If North Bay Curling is unable to open prior to the start of the season, registration fees (membership, league and capital portion) will be refunded via the same method of payment that was used to register. Northern Ontario Curling Association (NOCA) and Curling Canada fees will only be refunded if North Bay Curling is reimbursed by the NOCA and Curling Canada.
- If North Bay Curling is forced to close at any point throughout the season and reopens in the same season, no refunds will be given for the time missed due to closure.
- If North Bay Curling is forced to close during the season and the Board of Directors announces the club will **not** be reopening, a prorated refund of your league fee only (membership and capital fees excluded) will be offered. The prorated amount will be calculated and instructions to request your refund will be communicated to the membership by email. In addition, NOCA and Curling Canada fees will only be refunded if North Bay Curling is reimbursed by the NOCA and Curling Canada.

2) Camps or Other Events

- If the camp or event is unable to start, fees will be refunded via the same method of payment that was used to register.
- If the camp or event is able to start and is forced to stop part way through a camp, no refunds will be given.



Revision Log

Version	Date	Changes
0	August 17, 2021	Initial document.

Approval

Date: August 17, 2021
Name: Natasha Gribbon
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Position: President

Date: August 17, 2021
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