



# DFSC Refund Policy

## Medical refunds

All skaters (group and STAR) are eligible for a refund due to medical reasons. Skaters must submit medical documentation from a registered health care provider stating that skating is not recommended. The communication must specify the start date of the absence and the expected resumption date.

The medical documentation shall be submitted to: [registrations@dundasfsc.ca](mailto:registrations@dundasfsc.ca).

The request will be reviewed by the Finance and Administration Committee and is subject to the Committee's approval. The submission will be kept private by the Committee. The Skate Canada fee and insurance will not be refunded. The fundraising fee will not be refunded. Reimbursement, if approved, will be for the unused (prorated) portion of the program fee.

## General refunds/credits

General refunds/credits, for non-medical reasons, are available only to skaters registered in group programs (not including STARSkate group programs). Refund/credit requests will only be considered if the request comes before the start of the 4th session after the skater's start date. An email must be sent within this time frame, detailing the reason for the request and shall be submitted to: [registrations@dundasfsc.ca](mailto:registrations@dundasfsc.ca). The request will be reviewed by the Finance and Administration Committee and is subject to the Committee's approval. The Skate Canada fee and insurance will not be refunded, including the fee and insurance paid for the parent in the Parent and Tot program. The fundraising fee will not be refunded. Reimbursement or credit, if approved, will be for the unused (prorated) portion of the program fee. Any credit must be used within the current skating year (September to April).