



## **PAYMENT, ATHLETE WITHDRAWAL & INJURY POLICIES PAYMENT POLICY**

**Version: August 2024**

### **PAYMENT POLICY**

All fees need to be paid by the end of the registration period, which is considered the date of registration to the Club for the competitive season to come. Payments can be done by e-transfer in full, or by post dated cheques. In the event that payment is not received at the end date of the registration period, Synchro Saint-Laurent reserves the right to suspend the athlete's participation until the amount due has been received and this athlete will not be allowed on the pool deck or other training spaces. An additional late fee of 100\$ will then be added. This is applicable for all athletes registered to the recreational programs, as well as the competitive programs.

All fees relating to private training such as solos and duets for athletes registered in the provincial competitive program will have to be paid at the end of the registration period for the privates. If the payment has not been received by that date, Synchro Saint-Laurent reserves the right to suspend the athlete's participation until the amount due has been received and this athlete will not be allowed on the pool deck or other training spaces. An additional late fee of 100\$ will then be added. The parents are also responsible to pay for all training missed. Athlete's accounts need to remain in good standing during the entirety of the season. If a cheque bounces, it will need to be replaced within the two weeks following the Club's notice and will need to include an additional fee of 15\$. If the replacement cheque is not received after two weeks, the Board of Directors reserves the right to suspend the athlete's participation until reception of payment, or until an arrangement has been placed.

Competition fees paid at the beginning of the season at registration do not include competition bathing suits, sequins and beads, since those are chosen, designed and fashioned only after the season has started. Parents are responsible for payment to the Club by cheque for the routine suits once information has been sent out by the coach. The routine suits will be distributed to the athletes once received, but handed to them only once payment has been received and confirmed by the Club.

Competition fees asked at the start of the season during registration are estimated approximately and are revised at the end of the season after taking in consideration the real cost per athlete for the competitive season. If the amount is more than what was estimated, parents will be advised by the Club and are then responsible for payment of the additional fees, which will need to be given mid-June, after the competitive season. Please refer to the Fee Structure on the Club's website for details regarding the current season.

## WITHDRAWAL POLICY

Synchro Saint-Laurent understands that situations will arise that may require an athlete to withdraw, like an illness, an injury or a personal emergency. The Club understands that this can happen and has put in place a policy concerning these situations. Athletes and their parents need to understand that the Club Synchro Saint-Laurent has to ensure that the minimum revenue from registrations is met to cover fees associated with practices.

All requests of withdrawal will need to be submitted by writing with a clear explanation of the decision, dated, and sent to both the Head Coach and the President of the Club. The date of withdrawal will take effect the same day the Head Coach confirms the reception of the email, no matter what date the athlete will stop showing up to practice, even if it was before the written demand. This applies to all athletes registered to our recreational and competitive programs. Each demand received will then be analyzed individually and a reimbursement will be proposed, which can look like one of the examples below.

## REIMBURSEMENT POLICY

### Competitive teams

1- If the athlete withdraws up to one week after the Club registration close-off date, full refunds less an amount equivalent to one eighth of the amount payable for the season and a \$50 administration fee will be issued. Assuming fees are as follows:

Team: \$1,000

Club: \$325

Flex: \$425

Competition: \$2,000

Total fees: \$3,750

### **The reimbursement would be calculated as follows:**

Team + Club + Flex:  $\$1,000 + \$325 + \$425 = \$1,750 * 7/8 = \$1,531.25$

Competition: fully refundable as no competitions have occurred

Administration fee: \$50

**Total refund:**  $\$1,531.25 + \$2,000 - \$50 = \$3,481.25$

2- If the athlete withdraws after one week following the registration close-off date, partial refunds, less an amount equivalent to one eighth of the amount payable for the season and a \$50 administration fee will be issued. See details below:

- a. Club and Team Fees will be refunded on a pro-rata basis less an amount equivalent to one eighth of the amount payable for the season if withdrawal is prior to January 1st of each competition year.
  - b. For withdrawals on January 1st or after there will be no refund of the Club and Team Fees.
- Private Fees will not be refunded as Synchro Saint-Laurent has contractual obligations to its coaches. However, if another Synchro Saint-Laurent Club athlete agrees to assume that private time and pay for it, then these private fees will be reimbursed subject to both accounts being in good standing. It is the responsibility of the athlete leaving the club to find a replacement for these private hours although the coaches will assist as much as possible.
  - Competition Fees will be refunded based on which competitions the athlete has attended or has already been registered for. Those fees that cannot be recovered will be charged in full. This amount will also take into account any travel expenses that have already been incurred by the Club with regard to the athlete. Other expenses incurred as part of the athlete's competition fees, such as amateur cards, routine music allocation, competition bathing suits and strength, will not be refundable. The Club will subsidize 80% of the fees associated with a competition that was missed due to an illness. Parents will be responsible for the remaining portion and must provide a doctor's note.
  - Only athletes participating for the full season will be eligible for any Club subsidies. These subsidies are determined by the Board of Directors at the end of the season. Only accounts in good standing throughout the year will receive Club subsidies. Accounts deemed to not have been in good standing throughout the year would include those with unpaid balances, returned cheques not replaced promptly and inordinate efforts to effect collection.
  - Fundraising revenue generated by the athlete the season will be returned in full based on the policy for that specific fundraiser.

**Example: If the athlete withdrew December 15th, the refund would be calculated as follows:**

Team + Club:  $\$1,000 + \$325 = \$1,325 * 7/8 = \$1,159.38$

Prorated portion of Team + Club =  $\$1,325/9 \text{ months} * 2 = \$294.44$

Flex: non-refundable

Competition: fully refundable except for November competition and any other non-recoverable costs as described above. Assume the cost allocated to athletes is \$200.

Administration fee: \$50

Fundraising: Assume the athlete participated in one activity and the amount to be credited to their account is \$100.

**Total refund:**  $\$1,159.38 - \$294.44 + (\$2,000 - \$200) - \$50 + \$100 = \$2,714.94$

**Example: If the athlete withdrew February 15th, the refund would be calculated as follows:**

Team: non-refundable as after January 1

Club: non-refundable as after January 1

Flex: non-refundable

Competition: fully refundable except for December and February competitions and any other non-recoverable costs as described above. Assume the cost allocated to athletes is \$700.

Administration fee: \$50

Fundraising: Assume the athlete participated in one activity and the amount to be credited to their account is \$100.

**Total refund:**  $\$2,000 - \$700 - \$50 + \$100 = \$1,350$

### **Recreational program**

The reimbursement policy of the Club Synchro Saint-Laurent is as follows:

1. If the athlete withdraws up to one week after the Club registration close-off date, full refunds less an amount equivalent to one eighth of the amount payable for the season and a \$50 administration fee will be issued.

2. If an athlete withdraws after one week following the registration close-off date, pro-rata refunds, less an amount equivalent to one eighth of the amount payable for the season and a \$50 administration fee will be issued. See details below:

- Club and Team fees will be refunded on a pro-rata basis less an amount equivalent to one eighth of the amount payable for the season.
- Fundraising revenue generated by the athlete throughout the season will be returned in full based on the policy for that specific fundraiser.