

Nepean Masters Swim Club

Operating Procedure # 02

Effective Date: 11 April 2006

Title: Membership Registration Refund Policy

Purpose: To identify when and under what conditions a member of Nepean Masters Swim Club, hereafter identified as NMSC, may receive all or some portion of their registration fee payment when wishing to leave the membership of NMSC.

Note: Registration to swim with NMSC is for the whole swim season nominally from early September to the end of the first week of June of the following year.

Identifying when a membership fee may be returned:

- 1) Within the first two weeks of the NMSC swim year which nominally starts the first Tuesday following Labour Day in September or for the first two weeks following the members first swim.
- 2) Following the submission by the swimmer to the NMSC registrar of a signed letter from a physician or other health care professional recommending termination of swimming for medical reasons.
- 3) At the discretion of the NMSC registrar upon the receipt of a written letter of request for membership termination **AND** when the membership position can be filled with an applicant who is on the NMSC membership waiting list.
- 4) At the discretion of the NMSC executive upon receipt of a written letter of request for membership termination when the position cannot be filled.
- 5) A refund may be granted, but a refund cheque will not be issued until the member's cheque has been cleared.

Identifying the amount of the refund:

- 1) Within the first two weeks of the swim season or the first two weeks after joining NMSC the swimmer may receive a full refund minus any fees paid to Masters Swim Ontario (MSO) and minus a \$25.00 administration fee to be retained by NMSC.
- 2) Following the submission of a valid medical letter the swimmer may receive a refund to be prorated to the portion of the swim season remaining starting at the first day of the next month following the submission and not after March 1st of that swim season minus any fees paid to Masters Swim Ontario (MSO) and minus a \$25.00 administration fee to be retained by NMSC

3) At the registrar's discretion the swimmer may receive a refund to be prorated to the portion of the swim year remaining starting at the first day of the next month following the written request and not after April 1st of that swim season minus any fees paid to Masters Swim Ontario (MSO) and minus a \$25.00 administration fee to be retained by NMSC.