



## Refund Policy

May 2019

*Hitchin Swimming Club is a non-profit making organisation and:*

- *Any surplus funds are re-invested in the Club*
- *The Club's constitution has strict controls on the way in which the Club can spend money*

*Some important points to note:*

- *Although for convenience squad fees are payable monthly, they are calculated as part of an annual budget since the cost profile of the Club varies over the year.*
- *The joining fee, membership fee and ASA fee are annual payments that cover a number of fixed costs including:-*
  - Equipment*
  - Website costs*
  - Staff and volunteer training costs*
  - Insurance*
- *Some of our pool costs are paid in advance as we need to commit to the bookings at the beginning of the term.*

## Refunds

It is recognised that members may wish to leave the Club and that at times the Club may not be able to offer full services – e.g. due to pool closure. The following is the club guideline with regard to refunds:-

**Membership Fee** - this is non refundable

### **Squad Fees - Resignation**

- If a member leaves the Club, there will be no refund of any fees paid for the calendar month in which they leave.
- Fees will not be due for the calendar months following their resignation. Any such fees paid in advance will be refunded in full.
- **Members should note that their resignation is only effective when they formally inform (i.e. in writing or email) the Club Administration Officer.**

### **Squad Fees – Insufficient Coaching Time**

- The Club commits to provide a minimum number of ‘coached’ hours per year (January to December) to athletes. These are shown on the table below. The number of hours is different for each squad.

- It should be noted that a ‘coached’ session for athletes may be:
  - Poolside coaching at a session for which their squad is eligible to train
  - Poolside support at a competition
- In the event that the Club fails to provide the minimum number of hours committed (as calculated on a rolling annual basis), then members will be due a refund as shown in the table below.
- The following should be noted:
  - Land training is offered by the Club on a discretionary basis
  - Summer outdoor training is offered by the Club on a discretionary basis
  - The Club reserves the right to change squad times with reasonable notice
  - If an athlete chooses not to train or compete, this does not qualify as the Club not providing the services
  - Force majeure may apply for circumstances beyond the Club’s control, e.g. bomb threat, flood, pool contamination

<b>Squad</b>	<b>Minimum Hours Per Year</b>	<b>Refund (Per Hour)</b>
Elite	574	1/574 of annual squad fee
Performance	299	1/299 of annual squad fee
Competition	207	1/207 of annual squad fee
Skills	161	1/161 of annual squad fee
Development	81	1/81 of annual squad fee
Transition	31	1/31 of annual squad fee
Fitness	138	1/138 of annual squad fee
Masters	138	1/138 of annual squad fee

### **Squad Fees - Long Term Sickness**

- The Club recognises that athletes may be unable to train or compete due to long term sickness (e.g. injury, stress) or due to temporary relocation.
- Long term means over 6 weeks and does not include going on holiday.
- In these cases, members should inform the Committee as soon as possible. It is unlikely that a refund will be made for the period of absence. However, the Committee may make the decision to stop the fees for the period after the first 6 weeks of absence and hold the place for up to 3 months after which time the situation will be reviewed. For periods of longer than this time a return plan would need to be discussed as it may not be appropriate for the swimmer to return to the same squad.
- In some cases of injury reduced training is required. This needs to be discussed with the Coach so that he/she is fully aware of how much training the swimmer can do. A refund will not be made in these cases as the place in the squad will be held for the swimmer.
- Note: Fractures to bones would not normally be considered as ‘Long Term Sickness’.