

Ancaster Skating Club: Payment and Refund Policy (StarSkate Programs)

NOTE: A copy of this Payment and Refund Policy is available through the Resources page on the Club website.

1. **By accepting this Payment and Refund Policy during the registration process, you are agreeing to all conditions listed below.**
2. Registration is completed online, by credit card payment only. For the Fall/Winter season, skaters in StarSkate programs have the option to pay via credit card installments.
3. All skaters are required to pay an annual Skate Canada/Skate Ontario registration fee of \$65.70 (which consists of \$60.70 annual Skate Canada/Skate Ontario membership/insurance + \$5 Safe Sport fee). This fee is **mandatory and non-refundable**, regardless of when or if the skater participates in sessions.
4. All skaters in StarSkate programs are required to pay a mandatory and non-refundable seasonal ASC administration fee of \$36 for each of the Fall/Winter and Spring/Summer seasons.
5. Skaters may only participate on the day(s) they are registered for and may not attend sessions offered on alternate dates.
6. Requests to change to a different session (time or day) for the balance of the season will be accommodated only if there is room available on the new session.
7. Ice time lost due to missed lessons (from illness, holidays/vacations) **will not be refunded nor rescheduled.**
8. Days missed/ice time lost due to ice cancellations, power outages and inclement weather, holidays or missed lessons **will not be refunded or rescheduled.**
9. If a skater changes programs partway through a season (for example, moves from StarSkate 1-3 to StarSkate 4&Up), they will be credited the balance of registration fees on any remaining sessions in the season.
10. Refunds may be requested as outlined in sections 11-14 below. **ALL REQUESTS FOR REFUNDS MUST BE MADE FOLLOWING THE PROCEDURE OUTLINED UNDER THE "Requests for refunds" ON THE "Contact Us" PAGE ON THE CLUB'S WEBSITE.**
11. For seasons/programs with 8 or more weeks, refund requests for program fees will only be considered for skaters **PRIOR TO Week 4 of their program**. The refund will be prorated and will not include any classes prior to the date of the refund request and will be subject to a \$40 administration fee.
12. For seasons/programs with 7 or less weeks, refund requests for programs fees will only be considered for skaters **PRIOR TO Week 2 of their program**. The refund will be prorated and will not include any classes prior to the date of the refund request and will be subject to a \$40 administration fee.
13. Skaters in STAR 4&Up or 5&Up who are registered in at least two ASC programs per week that are bundled with an off-ice/physical literacy program AND who participate in high-level athletic training in another sport or ice discipline, may request a refund for one off-ice session per week.
14. Refunds outside of the above timeframes/conditions may be considered under the following circumstances:
 - a) Medical reasons/prolonged injury or illness (a doctor's note will be required);

- b) Relocation outside the region;
 - c) Other exceptional circumstances at the discretion of the ASC Board (Executive Members).
- 15.** Approved refunds will be credited back to the **original payment method**; please allow 7-10 business days for processing.

Approved by the ASC Board of Directors July 20, 2026