



## Refund Policy

This policy addresses North Bay Curling and Athletic Corporation refunds specifically for North Bay Tennis. All fees are non-refundable except for specific situations outlined in this policy.

In extenuating circumstances, prior to the commencement of the season, and at the sole discretion of the North Bay Curling and Athletic Corporation, refunds may be granted. The request and reason for the request shall be sent to [info@northbaytennis.com](mailto:info@northbaytennis.com). If granted, the refund will be issued via the same method of payment that was used to register.

For situations outside the control of North Bay Tennis where the facility is required to be closed, the following guidance will be used. For the purposes of partial refunds, a tennis season is assumed to be from May 1<sup>st</sup> to September 30<sup>th</sup> of each year.

### 1) Adult and Junior Memberships

- If North Bay Tennis is unable to open prior to the start of the season, registration fees (membership and capital portion) will be refunded via the same method of payment that was used to register. Ontario Tennis Association (OTA) fees will only be refunded if North Bay Tennis is reimbursed by the OTA.
- If North Bay Tennis is forced to close at any point throughout the season and reopens in the same season, no refunds will be given for the time missed due to closure.
- If North Bay Tennis is forced to close throughout the season and the Board of Directors announces the club will **not** be reopening, a prorated refund of your membership fee only (capital fee excluded) will be offered. The prorated amount will be calculated and instructions to request your refund will be communicated to the membership by email. In addition, OTA fees will only be refunded if North Bay Tennis is reimbursed by the OTA.

### 2) Adult & Junior Programs

- If the program is unable to start, program fees will be refunded via the same method of payment that was used to register.
- If the program is able to start and is forced to stop part way through a program, no refunds will be given for the time missed due to closure.

### 3) Junior Summer Camps

- If the camp is unable to start, camp fees will be refunded via the same method of payment that was used to register.
- If the camp is able to start and is forced to stop part way through a camp, no refunds will be given.