



Program Refund Policy

The South Niagara Canoe Club is an incorporated not for profit sporting organization that relies on the revenue generated from program fee collection in order to conduct our daily operations.

For safety reasons, some of our programs are limited in number, as such; some people may at times be turned away from programming in order to maintain safety on the water.

The refund policy is designed to ensure equity between paddlers and to allow for proper compensation to the club if someone should need to request a withdrawal from programming at any time for any reason.

Registrations are considered final when full payment is made.

All requests for withdrawal from programming should be received in writing to the Commodore. Refund requests can take up to 4 weeks to process.

- A \$20 administration fee will be charged for all refunds.

Canoe Kids Camp:

- Withdrawal request received greater than 10 days from the start date of the program - 100% refund for fees paid (minus the \$20 administration fee).
- Withdrawal request received 1-9 days from the start date of the program - 80% refund for fees paid (minus the \$20 administration fee).
- Withdrawal request received <24 hours from the start date or once the program has started - no refund available.

Sprint and Dragon Boat Member Programs:

- Prorated refunds are offered for withdrawals after programs have begun (minus the \$20 administration fee).

Extenuating circumstances related to sudden onset of ill health or family circumstances will be handled on a case by case basis with all requests for consideration submitted in writing to the Commodore of the South Niagara Canoe Club.

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