

FWCC Refund Policy

The refund policy was designed to help alleviate concern due to the COVID pandemic situation. The following refund policies applies to the 2022/2023 season and covers leagues hosted by the club itself.

Note: All refund policies listed below will be subject to a \$25 (per person) administration fee to help cover credit card fees and administrative labor associated with the process. Additionally, a minimum refund amount of \$20 is required in order for your request to be processed.

If the curling season is cancelled prior to the start of the season, members will be provided with a full refund (minus administration fee).

If the curling season must be postponed or delayed, curling fees paid will be credited on a prorated basis (minus administration fee) for the curling games missed. However, prorated refunds **will not be issued** under any of the following circumstances:

- Lost games due to a temporary closure of the club for Health & Safety related requirements (e.g. mandatory cleaning of the club)
- Where the total amount of games lost (only including games scheduled prior to March 19, 2023) is 3 or less. Any games lost beginning March 19, 2023 through to the end of the season will not be counted and are not subject to a refund.

The Fort William Curling Club will make reasonable efforts to ensure make-up games can be rescheduled.

After the start of the curling season, if a member is not comfortable and/or unable to comply with the rules and/or policies of the club and/or public health authorities in light of the Covid19 pandemic, the member shall be entitled to a refund on a prorated basis (minus administration fee).