



Refund and Accident Policy

Non-Refundable Fees

The Skate Canada fee and the Upper Canada Skating Club fee are **non-refundable**.

Program Cancellation Due to Government Order

In the event of a program cancellation mandated by the government, a **partial or full refund** (issued by cheque or credit) may be provided. The amount refunded will depend on the percentage of reimbursement the Club receives from the City of Toronto for ice rental.

Refund Requests for Medical Reasons

Refunds due to medical reasons must:

- Be submitted **in writing** and addressed to the **Board of Directors**
- Be **accompanied by a doctor's note**
- Be subject to a **\$50 processing fee**

No prorated refunds or credits will be issued for missed classes.

Missed Sessions – No Refunds or Make-Up Classes

There are **no refunds or make-up sessions** for classes missed due to illness, vacations, holidays, competitions or tests, bad weather, management disputes, maintenance, equipment failure, or facility repairs.

Extended Vacation Refund Requests (Over 4 Weeks)

For vacation-related absences exceeding **four weeks**, refund requests must:

- Be submitted **in writing** to the **Board of Directors**
- Be **accompanied by proof of travel** (e.g., plane ticket)

Non-Refundable Items

There are **no refunds** for **guest skate fees, assessments, or club events** once payment has been submitted.

Schedule Changes

Ice usage and schedules are subject to change at the discretion of the Club.

Liability and Accident Waiver

The Upper Canada Skating Club and/or its proprietors are **not responsible** for any accident or loss, regardless of cause. By participating in Club activities, individuals agree to **release the Club and its proprietors from all claims or damages** arising from any such incidents.