



Injury and Extraordinary Circumstances Refund Policy

Approved by SS Freestyle Board of Directors December 6, 2016

DEFINITIONS

SS Freestyle – Silver Star Freestyle Club

Athlete – the person who is participating in the program and paid for the team fees.

Program fees – the amount paid for the athlete's program. Program Fees maybe different for each program. Programs may also be listed as "Activities" or "Teams" on the SS Freestyle website.

Winter Season – This may vary slightly with additional days included in the closest month. For the purposes of this document the Winter season is December 1 to April 1st. Any extra November days fall into December and additional April days fall into March.

Other season – Spring is April to June 30, Summer is July/Aug and Fall is September- to November 30.

Injuries – Injuries and health related conditions maybe included in the same context for the purposes of this document. Other extraordinary situations such as a death in the family, severe illness to a close family member or a psychological condition likely won't limit an athlete's physical abilities to train and compete. However, injury policy guidelines would be used in the same context to deliver major decisions regarding credits or refunds for SS Freestyle Program fees.

PURPOSE

Silver Star Freestyle is committed to provide and operate an effective competitive program that produces world leading athletes and life long skiers. To achieve this goal SS Freestyle requires revenue to hire coaches and staff and pay their expenses. Program fees collected from athletes are a major source of the revenue. The purpose of this policy is to provide clear guidelines on a fair and basic method for staff and/or volunteer decision makers to process team fee refund request from athletes with out hampering the efficient delivery of the SS Freestyle programs.



SCOPE AND APPLICATION OF THIS POLICY

General

1. Regarding the decision, a doctor's note can be requested at any time by SS Freestyle.
2. All program fees must be paid before any refund will be considered.
3. No cash refunds.
4. No credit transfers to other athletes.
5. In the event an athlete feels they qualify for a refund a written request by email can be sent to the Program Director and/or Club President of the SS Freestyle Club. Only requests in writing by email will be considered. The request must be delivered to the SS Freestyle Club 14 days after the injury takes place or 14 days after it is deemed that the injury is a season ending circumstance.

Winter Season

1. Credit towards next season's winter program fees.
2. Split the season into four equal phases. For example - Dec, Jan, Feb, & Mar/Apr.
3. Divide the team fees paid by four equal parts.
4. If an athlete has an injury that ends their season the following schedule is followed:
 - a. before program start date is issued full season credit
 - b. before Dec 31st a credit is issued for 3-months.
 - c. an injury before Jan 31st a 2-month credit is issued.
 - d. an injury before Feb 28th a 1 month credit is issued.
 - e. injuries in the month of March no credit issued.
5. If an injury occurs and the athlete returns to training and competition, there will be no credit.
6. If an athlete has paid their teams dues for the winter program and is injured during fall training and the injury will not allow them to train or compete during the ski season a full refund should be given.

All Other Programs

There are no refunds or credits offered for injury's that occur during Fall, Summer or Spring programs.