



Policy: 011 Refund Policy
Approved by: Board of Directors
Date Approved: August 16, 2023

General: Saskatoon Pickleball Inc. (SPI) provides a number of programming options whereby members are charged a fee. This policy addresses potential refunds of such fees.

Monthly Passes for indoor play and Summer Fees for outdoor play

There are certain programming options that SPI offers whereby members can take advantage of virtually unlimited play, such as Monthly Passes and Summer Fees, for a reasonable price. While these offerings provide members with an opportunity for a very economical means of pickleball play, they also have the inherent risk that members may not be able to fully take advantage of them due to injury, sickness, work schedules, unexpected changes in their lifestyle, etc. As all of these instances are outside of the control of SPI, we are not in a position to offer refunds or alternate programming options.

10 pack punch cards for prepaid sessional play

The 10 pack punch cards do not expire, so refunds are not provided. Should a member find that they have to abstain from playing pickleball for an extended period of time, they are free to sell the remaining sessions to another SPI member. Records are not kept regarding utilization of punch cards, so should a member lose their punch pass, no refund or replacement will be made.

Player development fees for training courses

SPI offers a variety of training sessions on a first come first served basis. As instructor and facility arrangements are already planned, there will be no refunds for members who are not able to attend for whatever reason. Members who have paid for a spot and are no longer able to attend are free to transfer their spot to another member, provided that such other member meets the requirements of the training session. The financial arrangements of such transfer are between the original purchaser and the transferee. Any Member who transfers their spot in a training session should notify the instructor immediately so that participant lists can be updated for communications purposes and the transferee credentials can be checked.

Multi-session fees for prime time play or bulk bookings

Fees are charged for multi-session prime time or bulk bookings such as evening or weekend play. As SPI has funded the long-term financial commitment with the facility, the multi-session fees are not refundable. Members who are unable to make a particular session can transfer their spot to another member for whatever compensation the two members agree upon. Note

that the transferee must be an SPI member and must meet any eligibility requirements associated with that session.

Programming adjustments initiated by SPI

Should any training or prime time sessions for which fees have been charged, be canceled or rescheduled, the participants of such session will be entitled to a full refund of fees paid for the canceled or rescheduled sessions unless they agree to the rescheduled time.

Review

This policy will be reassessed annually to ensure that it continues to meet the needs of SPI.