

**SPFSC Injury Policy
for the
2021-2022 Membership Year
Updated 11/17/2021**

SPFSC does not offer refunds except in the case of medical circumstances where the skater has missed a minimum of 10 days of skating sessions due to illness or injury or more than two weeks of Learn to Skate class.

Purpose:

To provide compensation for an extended leave due to a medical situation outside the member's control that represents significant financial loss to members.

Procedure:

- Requests for refund must be submitted to the Ice Monitor by email or letter in writing.
- Requests for refund must be accompanied by a dated doctor's note outlining diagnosis and treatment.
- Requests for refund will be considered on an individual basis. If granted, the refund will be in term of a pro-rated ice credit package that can be used when the skater is back from the medical leave. Cash refunds will not be given unless the doctor's note states that the illness or injury will not allow the skater to return for the remainder of the skating year.
- The Ice Monitor can at any time choose to seek guidance from the board of directors. The Board of Directors will have final determination of all ice credit refund requests.
- Requests for refund for any reason such as, but not limited to, moving to a different club, unforeseen personal scheduling conflicts, or missed sessions due to power failure, mechanical breakdown, extreme weather or cancelled ice time, etc. will not be considered.

Exceptions:

Under exceptional circumstances, an individual may submit a request to the board (in writing) requesting a refund with reasons given. The board will review these requests on an individual basis to determine eligibility for a refund. The Secretary will deliver a formal reply of the board's decision and refunds will be issued or not based upon that decision.