



WBC Membership Refund Policy

Effective Date: 2024_10_19

Approval Date: 2024_10_17

1 Purpose

This policy outlines the club's policy with respect to granting a refund or partial refund once a member has paid their membership fees.

2 Policy

Board Discretion

The board at their discretion can deny any refund request after reviewing the facts around the request.

Refund Request

- All refund requests must be submitted in writing

Refund Eligibility

- A full refund (less administration fee) will only be available if requested within 14 days of membership purchase.
- A partial refund (80%) (less administration fee) will only be available when requested between 15 to 45 days of the membership purchase.
- No refunds when requested more than 45 days after the membership purchase unless approved by the board.

Administration Fee

- A \$20 administrative fee will be deducted from all refunds

3 Process to Request Refund

- A refund request must include:
 - the member's full name,
 - the date of purchase,
 - a description of the reason for requesting a refund
 - For any exception cases (after 45 days), the request should include any supporting documentation (e.g., medical certificate)
- The refund requests must be emailed to the Membership Director with a copy to the President and the Secretary of the club.
- Exception or flagged refund requests will be reviewed by the board at the next board meeting if required
- Refunds will be processed within 14 business days after approval of the request and the return of the member's FOB.

4 Exception / Flagged Requests

Should a member request an *exception* to the policy, the board at their discretion can review the situation and make a decision to grant an exception and offer a partial refund.

If the board identifies that a member is abusing the intent of the refund policy, they can *flag* the request for review and then make a decision on whether to deny the refund request. (example – player joins the club, play 8 times in a 2 week period and then request a full refund in order to avoid court fees.)