

CADS Refund Policy

Policy Title	Refund Policy
Responsible Executive	Chair, CADS National Finance, Audit, IT & Risk Mgmt. Committee
Responsible Office	CADS National Finance, Audit, IT & Risk Mgmt. Committee
Approved By	CADS National Board of Directors
Contact	Executive Director, Christian Hrab
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The web-based document is the controlled version.

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1. Refunds

- 1.1 All purchases may be cancelled online before payment is made.
- 1.2 Once payment has been made, refunds for the CADS National portion will be issued if expressly requested by the owner of the subscription within:
 - A. The first 15 days after the date of purchase of a multi-day term
 - B. The first 15 days after the date of purchase of an annual term
 - C. The first 15 days after the date of purchase of an event / course
 - D. The first 15 days after the date of purchase of a subscription
- 1.3 CADS will provide refunds due to (i) individual health curtailments/ fit for sport claims at any time and/or, (ii) up to January 15th of the Snowsport season due to curtailment of program operations arising from provincial public health order(s) and/or mountain closure/ force majeure situation(s).
- 1.4 The refund will only be issued to the method of payment selected during your initial purchase of the subscription.
- 1.5 If you choose to cancel your subscription without expressly requesting a refund from CADS by e-mail, a refund will not be granted. Please send e-mail to amy@cad.ski
- 1.6 After the first 15 days of the most recent monthly term or 15 days of an annual term have elapsed, a refund will not be granted.
- 1.7 Unless indicated otherwise, delivery of goods and services will be at this address. Services delivered elsewhere would include events taking place away from the club.

2. Lesson and Program Refunds

- 2.1 Your lesson purchase is a contract between you and Canadian Adaptive Snowsports - National All purchases may be cancelled online before payment is made.
- 2.2 Once payment has been made you must contact the club president for refund. Refunds requested immediately after payment will not be unreasonable withheld.

3. Some Purchases May Not Be Fully Refundable

- 3.1 In some cases a refund is not possible or the refund may be prorated. The amount of the refund can be affected by:
 - A. The amount of time left before the service starts.
 - B. Costs related to merchandise including but not limited to special order, delivery, processing and handling fees, cancellation fees.
 - C. Products or services indicated as non-refundable.
 - D. The club, at it's sole discretion, reserves the right to deny a refund if in the opinion of the club, they are unable to fill the vacancy, and there is no good reason why the family could not have cancelled sooner.



- E. Certain fees are collected from the member and may be remitted by the club to other organizations. These may be non-refundable as the refund policy and cancellation fees are levied by the receiving organization. Examples would be provincial memberships and meet fees.

4. Donations

- 4.1 Donations are receipted immediately and cannot be refunded.