



PAYMENT, ATHLETE WITHDRAWAL & INJURY POLICIES

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PAYMENT POLICY

Q: How can I pay for the Dollard Artistic Swimming (“Club”) fees?

Dollard Artistic Swimming accepts cash and / or cheques including post-dated ones made payable to “Dollard Synchro”. The Club also accepts e-transfer if fees are paid all upfront.

Q: By when do I have to pay the Dollard Artistic Swimming fees, or submit my post-dated cheques?

All fees must be paid and posted-dated cheques submitted by the registration close-off date, which is defined as the date of Club registration of the competition year.

Q: By when do I have to pay the Dollard Artistic Swimming fees, or submit post-dated cheques for the Provincial Stream privates?

All Provincial Stream privates must be paid by the Provincial Stream privates registration close-off date, defined as the date of Provincial stream privates registration of the competition year.

Q: What if my payment is not received by the due date?

Dollard Artistic Swimming reserves the right to suspend participation until payment is received and a \$100 late fee will be charged. The athlete will not be permitted on deck. The parent will still be charged for privates missed. This is applicable to the Provincial and National Streams, Masters and the Recreational programs.

Q: What if my cheque comes back with insufficient funds (bounced)?

If a cheque bounces, it is to be replaced within 2 weeks of being informed by the Treasurer including an additional \$15 NSF charge. If the cheque is not received within 2 weeks, the Board of Directors reserves the right to suspend the athlete’s participation until payment is received or a revised payment plan put in place.

Q: I have paid all of the fees that were quoted at the time of registration, so why is Dollard Artistic Swimming requesting more fees throughout the season?

Competition fees quoted at the beginning of the season do not include competition bathing suits as the design is only done after the season begins. Parents will be responsible to pay the Club for the bathing suits when the information is given by the team coach. Post-dated cheques are also accepted. Parents will not receive the competition bathing suit until it has been paid for. Competition fees also do not include amounts for Club uniforms and athlete meals at competitions. Once these amounts are known, a separate payment will be requested. If more competitions will be attended than otherwise planned, the coach will ask the parents of the team to vote on it and provide an estimate of the expected costs associated with that competition.

Competition fees quoted at the beginning of the year are estimates and may result in additional charges at year end depending on the location of the competitions. Parents are responsible for paying remaining balances by middle of August. Please refer to the Fee Structure on the Club’s website for details regarding the current season.



MISSED COMPETITIONS

Members are responsible for 100% of competition fees regardless of the reason for the athlete's absence.

A subsidy up to 80% of the particular competition expenses may be given if an athlete becomes ill or injured close to or at a competition where the athlete is unable to compete and non-refundable fees have been incurred. A doctor's note must be provided. This approach also makes it fair to others in the competition sharing certain costs as the Club may subsidize a portion of these as well.

Please note that account balances must remain in good standing throughout the season in order for athletes to attend practices and competitions.



WITHDRAWAL POLICY

Q: Can I withdraw my child from the Dollard Artistic Swimming Club at any time?

A: Yes. Dollard Artistic Swimming understands that situations will arise that will require an athlete to withdraw such as illness, a serious injury or personal reasons.

Q: Will I get refunded all the fees I have already paid and/or ones that I have posted dated?

A: No. The Dollard Artistic Swimming Club guarantees its numbers each season to the Aquatic Association of Dollard-des-Ormeaux (“AADD0”) and is bound to a certain dollar amount to cover coaching expenses.

Q: How do I go about officially withdrawing my child from Dollard Artistic Swimming?

Make your request in writing, dated and addressed to both the Head Coach and the President of the Club, stating the reason for withdrawal. The effective date of the withdrawal is the date the notification is received (email, carrier or hand delivery) by the Head Coach, regardless of the date the athlete actually stopped attending practices, if earlier. Please refer to the template below.

Letter of Withdrawal Template

Date
Address
Postal Code
Name of President of the Club
Name of Head Coach
Dear Dollard Artistic Swimming:
It is with much regret that we are officially withdrawing our child (name) from Dollard Artistic Swimming. Their participation with the (team or group) must end because of ...
Thank you for your understanding and your support.
Yours truly,
Parent first and last name

Q: How are AquaGO! Synchro Lessons managed?

Lessons participants register directly with the AADD0 at the front desk of the Dollard-Des-Ormeaux Civic Center. Payments can be made at the front desk or online. If you wish to withdraw your child from lessons please inform the coach and arrange for a refund at the AADD0 front desk.



Q: How do I know what gets refunded and what does not?

Every withdrawal is evaluated on a case-by-case basis. However, Dollard Artistic Swimming has provided some examples to clarify the refund calculation.

Examples for Competitive Teams (Provincial and National Streams and Masters)
<p>1. If the athlete withdraws up to one week after the Club registration close-off date, full refunds less an amount equivalent to one eighth (1/8) of the amount payable for the season and a \$50 administration fee will be issued.</p> <p>Example: Assuming fees are as follows:</p> <p>Team: \$1,000 Club: \$325 Strength: \$425 Competition: \$2,000 Total fees: \$3,750</p> <p>The reimbursement would be calculated as follows:</p> <p>Team + Club + Strength: $\\$1,000 + \\$325 + \\$425 = \\$1,750 * 7/8 = \\$1,531.25$ Competition: fully refundable as no competitions have occurred Administration fee: \$50 Total refund: $\\$1,531.25 + \\$2,000 - \\$50 = \\$3,481.25$</p>
<p>2. If the athlete withdraws after one week following the registration close-off date, partial refunds, less an amount equivalent to one eighth (1/8) of the amount payable for the season and a \$50 administration fee will be issued. See details below:</p> <ul style="list-style-type: none">• Club and Team Fees will be refunded on a pro-rata basis less an amount equivalent to one eighth (1/8) of the amount payable for the season if withdrawal is prior to January 1st of each competition year. For withdrawals on January 1st or after there will be no refund of the Club and Team Fees. Fees of athletes qualifying for the Centre of Excellence will be refunded on a pro-rata basis even if the qualification is after January 1st.• Private Fees will not be refunded as Dollard Artistic Swimming has contractual obligations to its coaches. However, if another Dollard Artistic Swimming Club athlete agrees to assume that private time and pay for it, then these private fees will be reimbursed subject to both accounts being in good standing. It is the responsibility of the athlete leaving the Club to find a replacement for these private hours although the coaches will assist as much as possible.• Competition Fees will be refunded based on which competitions the athlete has attended or has already been registered for. Those fees that cannot be recovered will be charged in full. This amount will also take into account any travel expenses that have already been incurred by the Club with regard to the athlete. Other expenses incurred as part of the athlete's competition fees, such



as amateur cards, routine music allocation, competition bathing suits and strength, will not be refundable. The Club will subsidize up to 80% of the fees associated with a competition that was missed due to an illness. Parents will be responsible for the remaining portion and must provide a doctor's note.

- Only athletes participating for the full season will be eligible for any Club subsidies. These subsidies are determined by the Board of Directors at the end of the season. Only accounts in good standing throughout the year will receive Club subsidies. Accounts deemed to not have been in good standing throughout the year would include those with unpaid balances, returned cheques not replaced promptly and inordinate efforts to effect collection.
- Fundraising revenue generated by the athlete throughout the season will be returned in full based on the policy for that specific fundraiser.

Example:

If the athlete withdrew December 15th, (using same figures as example of previous page) the refund would be calculated as follows:

Team + Club: $\$1,000 + \$325 = \$1,325 * 7/8 = \$1,159.38$
 Prorated portion of Team + Club = $\$1,325/9 \text{ months} * 2 = \294.44
 Strength: non-refundable
 Competition: fully refundable except for December competition and any other non-recoverable costs as described above. Assume cost allocated to athlete is \$200.
 Administration fee: \$50
 Fundraising: Assume the athlete participated in one activity and the amount to be credited to their account is \$100.
Total refund: $\$1,159.38 - \$294.44 + (\$2,000 - \$200) - \$50 + \$100 = \$2,714.94$

Example:

If the athlete withdrew February 15th, (using same figures as example of previous page) the refund would be calculated as follows:

Team + Club: non-refundable as after January 1
 Strength: non-refundable
 Competition: fully refundable except for December and February competitions and any other non-recoverable costs as described above. Assume cost allocated to athlete is \$700.
 Administration fee: \$50
 Fundraising: Assume the athlete participated in one activity and the amount to be credited to their account is \$100.
Total refund: $\$2,000 - 700 - \$50 + \$100 = \$1,350$

Example for Recreational Teams

1. If the athlete withdraws up to one week after the Club registration close-off date, full refunds less an amount equivalent to one eighth (1/8) of the amount payable for the season and a \$50 administration fee will be issued.



2. If an athlete withdraws after one week following the registration close-off date, pro-rata refunds, less an amount equivalent to one eighth (1/8) of the amount payable for the season and a \$50 administration fee will be issued. See details below:
 - Club and Team fees will be refunded on a pro-rata basis less an amount equivalent to one eighth (1/8) of the amount payable for the season.
 - Fundraising revenue generated by the athlete throughout the season will be returned in full based on the policy for that specific fundraiser.

INJURY POLICY

- If an athlete is injured during the season and decides to continue to train, members are responsible for 100% of the training fees and the competition fees are calculated as per Withdrawal policy.
- A doctor's note must be provided.
- If an athlete is ill and must isolate, members are responsible for 100% of the training fees and the competitions are calculated as per the Payment and Withdrawal policy.