



Refund and Cancellation Policy

Westcastle Ski Club programs operate in an outdoor mountain environment and require the Club to make financial commitments well in advance of the ski season. This policy is intended to provide families with clear and consistent information about withdrawals, cancellations, program changes, injuries and refund eligibility.

All refund and credit requests must be submitted to WSC in writing and must include the reason for the request and any required supporting documentation.

The WSC Board will review requests consistently with this policy while considering the Club's financial commitments and its responsibility to all registered families.

All refund and credit decisions made by the WSC Board are final.

By completing registration through RAMP, families acknowledge that they have read, understood and accepted the Westcastle Ski Club Refund and Cancellation Policy.

General Refund Principles

Registration in a WSC program reserves an athlete's place and allows the Club to commit to coaching, hill space, equipment, memberships and other program expenses.

Any refund or credit approved under this policy will be reduced by costs that WSC has already incurred or cannot reasonably recover. These may include:

- Alpine Alberta, Alpine Canada or other third-party registration and membership fees;
- payment-processing and administrative costs;
- coaching, facility, hill-space and lift-related commitments;
- equipment, transportation, accommodation and event expenses; and

- any other costs incurred specifically for the athlete or program.

Refunds and credits are not automatic and are subject to the terms below.

Withdrawal Before the Program Begins

A family wishing to withdraw an athlete before the first scheduled on-snow program day must submit the request to WSC in writing.

The WSC Board may approve a refund or credit, less any non-recoverable costs already incurred or committed by the Club.

Once the first scheduled on-snow program day has occurred, the voluntary-withdrawal provisions below will apply, whether or not the athlete attended that day.

Voluntary Withdrawal

No refund or credit will normally be provided when an athlete voluntarily withdraws after the program has begun.

This includes withdrawal resulting from:

- changes in the athlete's interest or commitment;
- conflicts with school, work, family or other activities;
- relocation or transportation difficulties;
- dissatisfaction with weather, snow or mountain conditions;
- missed training days or inconsistent attendance; or
- an injury or illness that is temporary and does not end the athlete's season.

Registration fees are not calculated on a per-day attendance basis. Missed sessions cannot be transferred to another athlete, carried forward to another season or credited against another WSC program unless specifically approved by the Board.

Weather, Snow Conditions and Training Cancellations

Westcastle Ski Club programs operate in an outdoor mountain environment and are subject to weather, snow conditions, lift operations and other circumstances beyond the Club's control.

Training days may be cancelled, shortened, delayed, modified, relocated or replaced with an alternate training plan when:

- conditions are unsafe;
- there is insufficient snow;
- lifts or required terrain are unavailable;
- resort closure
- gates cannot be set or maintained safely; or
- other circumstances prevent the planned training from being delivered safely or effectively.

No partial or prorated refunds will be offered for individual training days affected by weather, snow conditions, lift operations, unsafe training conditions, inability to set gates safely or other circumstances beyond WSC's control.

Where reasonable, WSC may provide an alternate activity, training location, schedule or training plan. The availability of an alternate plan will depend on coaching, facilities, mountain operations, timing and other practical considerations.

WSC may attempt to reschedule a cancelled training day, but rescheduling is not guaranteed.

Season-Ending Injury or Illness

A refund or credit may be considered when an athlete experiences a season-ending injury or illness after the program has begun.

For the purposes of this policy, a season-ending injury or illness is one that makes it reasonably likely that the athlete will be unable to participate in on-snow ski activities for the remainder of the WSC program or ski season, despite reasonable treatment or rehabilitation.

The family must provide:

- a written request for consideration; and
- documentation from a qualified medical professional confirming that the athlete cannot reasonably return to on-snow participation during the remainder of the season.

If approved, the Board may provide a prorated refund or credit based on the portion of the program remaining after WSC receives the medical documentation. Any refund or credit will be reduced by non-recoverable costs, amounts already spent or committed, and any outstanding balance owed to WSC.

Temporary injuries, intermittent medical conditions, modified participation and missed individual training days do not qualify as season-ending injuries.

Withdrawal or Dismissal for Conduct

No refund or credit will be provided when an athlete or family is suspended, removed or dismissed from a WSC program because of:

- a breach of the Athlete Code of Conduct;
- a breach of the Parent or Volunteer Code of Conduct;
- repeated failure to follow safety instructions;
- conduct that places an athlete, coach, volunteer or other person at risk;
- unpaid fees or other financial obligations; or
- another serious or repeated breach of Club policy.

Any outstanding amounts owed to WSC remain payable following a suspension or dismissal.

Program Cancellation or Termination by WSC

If WSC cancels an entire program before its first scheduled on-snow day, families may be offered a refund or credit, less any costs that the Club has already incurred and cannot reasonably recover.

If WSC determines that a program must be terminated after the first scheduled on-snow day, and a reasonable alternate training plan cannot be provided, registration fees may be considered for a prorated refund or credit.

The calculation will take into account:

- the portion of the program already delivered;
- coaching and program expenses already incurred;
- contractual and third-party commitments;
- costs that WSC cannot recover; and
- any amounts still owed by the family.

Any refund or credit under this section is subject to the approval of the WSC Board.

Camps, Races, Travel and Additional Activities

Fees collected for optional camps, races, lift tickets and other additional activities may be based on the anticipated number of participating athletes.

Families remain responsible for costs incurred or committed on their behalf before WSC receives notice of withdrawal or cancellation.

When WSC has paid a third party, a refund can only be considered to the extent that WSC is able to recover the funds. WSC cannot guarantee refunds from ski areas, race organizers or other third parties.

Any remaining recoverable balance will be reconciled before a refund or credit is issued.