REFUND & WITHDRAWAL POLICY

2026–2027 SEASON

Effective June 2026

As a non-profit club, our largest costs — pool rental and coaching salaries — are committed in advance and do not decrease when a swimmer withdraws. For that reason, we maintain a strict refund policy.

Competitive Program:

Requesting a withdrawal
All withdrawals must be submitted in writing to office@scarswimming.ca

Before August 1, 2026
Registration and training fees are fully refundable.

On or after August 1, 2026

- **Registration and training fees paid are non-refundable.**
- A $150 administration fee applies to any withdrawal to cover processing and registration costs already incurred.
- Any outstanding meet fees will be charged to your account upon withdrawal.
- Sibling discounts will be adjusted following any withdrawal.
- All financial obligations must be fulfilled by the withdrawal date provided in your written notice to the Club.

Family Bond
Your Family Bond is fully refundable once all volunteer commitments are met. Unfulfilled hours are deducted at $100 per credit, per the Volunteer Policy, before any balance is returned.

Unforeseen circumstances & missed practices

- Occasionally, training may be cancelled due to unforeseen circumstances, including pool closures or scheduling conflicts with swim meets. No refunds or makeup sessions will be offered for cancellations.
- We do not offer make-up sessions or reduced fees for swimmers due to illness or vacation.

Swim Academy (Pre-Competitive):

Requesting a withdrawal
All withdrawals must be submitted in writing to scaracademy@scarswimming.ca

Before August 1, 2026
Registration and training fees are fully refundable.

After August 1, 2026
Registration and training fees are non-refundable.

Launchpad (Learn to Swim):

Families may cancel registration **more than 24 hours before the scheduled start of the session** and receive a refund of the $299 program fee.

The **$79 Swim Ontario/Swimming Canada registration fee is non-refundable and applies only to new Launchpad swimmers. It is not charged again for swimmers who participated in Session 1.**

Cancellations made within 24 hours of the session start, or after the session has begun, are not eligible for a refund of the $299 program fee.