

DONNER SWIM CLUB

WITHDRAWAL, CANCELLATION & REFUND POLICY

2026–2027 Membership Year

Donner Swim Club membership is structured as an annual membership from September 1 through August 31, with membership dues billed according to the Club's published fee schedule.

This policy establishes the process for withdrawing from membership, cancelling future billing, requesting exceptions, and determining whether previously paid fees are refundable.

1. Withdrawal from Donner Swim Club

Families wishing to withdraw an athlete from Donner Swim Club must provide **written notice at least 30 days before the requested withdrawal date**. All withdrawals must be approved by the board of directors.

All withdrawal requests must be submitted in writing. Stopping attendance, verbally notifying a coach, or discontinuing participation does not constitute formal withdrawal.

The athlete remains a member of Donner Swim Club, and applicable membership charges remain the responsibility of the family, until the withdrawal becomes effective.

2. Effective Date of Withdrawal

A withdrawal becomes effective or rejected after the next board of director meeting following written notice.

Any membership installment scheduled during the 30-day notice period remains due.

Once the withdrawal becomes effective, future membership installments will be cancelled.

Amounts already owed or incurred before the effective withdrawal date remain the responsibility of the family.

3. Registration Fee

The annual registration fee is **nonrefundable once registration has been completed**, except when Donner Swim Club is unable to offer the athlete a place in the program or another exception is specifically approved by the Club.

4. Monthly Membership Fees

Membership installments already charged or due before the effective withdrawal date are generally nonrefundable.

Unused practice opportunities, missed practices, vacations, illness of limited duration, participation in another sport, or voluntary nonattendance do not create a right to a prorated refund.

Future installments scheduled after the effective withdrawal date will not be charged.

5. Meet Entry Fees and Other Expenses

Meet entry fees and other athlete-specific expenses are generally nonrefundable once Donner Swim Club has incurred or committed the expense on behalf of the athlete.

This may include:

- meet entry fees;
- athlete or facility surcharges;
- team travel expenses;
- apparel or equipment orders;
- clinic or supplemental-program fees; and
- other individually incurred expenses.

If Donner Swim Club receives a refund or credit from a host organization or vendor, the Club may provide a corresponding refund or account credit to the family when appropriate.

6. Training Freeze

A training freeze is **not a withdrawal from Donner Swim Club**.

Families approved for a training freeze remain members of the Club and are subject to the applicable reduced membership fee and requirements established in the current fee schedule.

The eligibility, duration, notice requirements, and billing treatment for a training freeze are governed by the Club's published Membership Fees & Associated Costs document.

A family wishing to end membership entirely must separately complete the withdrawal process described in this policy.

7. Medical, Relocation, Hardship & Extraordinary Circumstances

Donner Swim Club recognizes that circumstances may arise that warrant an exception to the standard withdrawal or refund provisions.

Exceptions may be considered for circumstances including:

- significant injury or medical condition preventing continued participation;
- permanent relocation outside a reasonable participation area;
- significant financial hardship;
- major family circumstances; or
- another extraordinary situation determined appropriate by the Club.

Requests for an exception must be submitted in writing and may require reasonable supporting documentation.

Approval of an exception is not automatic and will be determined through the board of directors.

8. Club-Initiated Suspension or Termination

If Donner Swim Club terminates an athlete's membership, future membership installments scheduled after the effective termination date will generally be cancelled.

The family remains responsible for:

- dues already charged or due;
- meet fees already incurred;
- equipment or apparel already ordered;
- unpaid balances; and
- other expenses incurred before termination.

The annual registration fee and previously paid membership fees are generally nonrefundable.

Nothing in this section limits immediate action required for athlete safety, Safe Sport compliance, governing-body requirements, or other circumstances addressed in the Membership Agreement.

9. Program Changes

Practice schedules, coaching assignments, facilities, training-group structures, and competition schedules may change during the membership year.

Changes of this nature do not automatically entitle a family to a refund or immediate cancellation outside the standard withdrawal process.

If Donner Swim Club materially eliminates the athlete's assigned program or is unable to provide a reasonable participation opportunity, the Club may approve an appropriate refund, credit, or alternative arrangement.

10. Outstanding Balances

Withdrawal from Donner Swim Club does not eliminate amounts already owed.

All outstanding dues, meet fees, assessments, equipment charges, or other incurred expenses remain payable after withdrawal.

Donner Swim Club may restrict future registration or participation until outstanding balances are resolved.

REGISTRATION ACKNOWLEDGMENT

This policy should be read together with:

- The Donner Swim Club Membership Agreement
- Membership Fees & Associated Costs
- Late Payment & Delinquent Account Policy
- Volunteer Policy

Withdrawal or discontinuation of participation does not eliminate financial obligations already incurred under applicable Club policies. Any membership action or exception remains subject to Donner Swim Club's bylaws and applicable Club procedures.