



## **AOA Refund Policy**

**June 2024**

### **AOA Membership Fee**

1. All ACA, AOA, SOD membership fees are non-refundable. Exceptional circumstances will be considered; e.g., injury or severe illness
  - a. Those that have participated in sanctioned activities (e.g., dryland, on hill training, competition or events) prior to March 31st of the current season are ineligible for refund.
  - b. All AOA governed teams (eg. Ontario Ski Team, ODST, SOD) are ineligible for refund.
2. All refund requests must be communicated to AOA via email to [admin@alpineontario.ca](mailto:admin@alpineontario.ca) by March 31st of the current season.
3. All refunds will be addressed within 14 working days of the refund request.
4. If a refund is granted, transaction and banking fees will be charged to the customer.

### **AOA Coaches Course Fees**

1. Any AOA Coach Education Course (e.g. Entry Level, Development Level and/or Performance Level courses, Speed Module) that are canceled by AOA (all parts of the same course) will receive 100% refund.
2. There will be no partial refunds for course fees.
3. Course cancellation by candidates will be subject to a \$50 admin fee.
4. If candidates cancel within four (4) days or less of the start of the course, the course fee is non-refundable.
5. Exceptional circumstances will be considered, e.g., injury, illness, pandemic shut down.
6. Refunds will not be granted for candidate that do not show up to the course.

### **AOA Officials Course Fees**

1. Any officials education course that is cancelled by AOA will receive 100% refund.
2. Refunds will be granted to participants if they notify the course facilitator/organizer prior to the course.
3. There will be no partial refunds for course fees.