

Cougar Dome Annual Membership, Refunds, Cancellation, First time annual membership late join, Late Join Policy:

All annual memberships are considered to have a start date of September 1st, regardless of purchase date. Members purchasing an annual membership are receiving the benefit of a discount compared to other packages for committing to an annual membership as well as the benefit of a medical pause if needed.

PAYMENTS:

Annual members may pay all at once or have the payments applied to over 12 months of the year but must commit to this method by providing credit card details and approve the 12 payments.

Cancellation procedures are listed below. Pro-rated annual memberships can be paid by installments, if needed. Quarterly (3 month memberships must be paid in full at time of purchase).

LATE JOINS (new members only)

Late joins for annual memberships will be prorated for new members only. This means you have never held an annual membership package at the Cougar Dome. First time annual membership late join members will be offered the annual price divided by 12 multiplied by the number of months remaining until Aug 31. Payment options are available only with a credit card on file.

Anyone who rejoins in any given season may access the quarterly or monthly pricing options.

REFUNDS

A refund for an annual membership is only available for a medical reason or moving in excess of 50km. No medical certificate is required, we go on the word of our members (but the injury/illness must prevent player from playing at all venues). One medical pause per year. Any annual member may access one medical pause per year.

Cancellation of a quarterly or monthly membership: Any member can request a stoppage of membership for any reason but if over half of the membership time is used, there is no refund. If less than half time used, member may receive 1/4 of price back.

Below tables are for individuals only, those holding a family membership, couples or membership will receive the same considerations but addressed on a case-by-case basis.

PROCESS

TENNIS/PB/TRAC
K**ANNUAL MEMBERSHIP**

MEDICAL (& moving greater than 50 km for original address)-Annual members: if player can no longer play due to medical reasons (No physician note req'd but injury/illness that prevents player from playing at any venue-one medical pause per year)

IF they know they will be out beyond the date of their annual membership (Aug 31st)

Member must document the date on which they cannot play-round up to the next month if later than 15th of the month and down if earlier than 15th of month

For any months from in which stoppage occurs, players are refunded the remainder of the 12 months that they are unable to play at a rate of the annual membership +tax/12

If they are uncertain as to how long they will be out

Member must document the date on which they cannot play-round up to the next month if later than 15th of the month and down if earlier than 15th of month and refund the player as per the monthly fee noted above-and upon their return or prior to Aug 31, issue refund

Member request for stoppage of annual membership

Any member can request a stoppage of annual membership for any reason but any membership stoppage takes effect 2 months post-request (thus applying an additional 2 months of fees)

QUATERLY(Tennis, PB, Track)/MONTHLY (PB)

**MEDICAL (& moving greater than 50km for original address)-
3 month members/monthly members allowed if player can no longer play due to medical reasons (No physician note req'd)-All changes must be finalized prior to Aug 31 (Pauses are only allowed up to Aug 15)**

Member must document the date via email

IF they know they will be out beyond the date of their membership

Membership is paused until player can return (up until Aug 31). If a pause would extend beyond Aug 31, the request for stoppage rule applies

If they are **uncertain** as to how long they will be out

Membership is paused until player can return (up until Aug 31). If a pause would extend beyond Aug 31, the request for stoppage rule applies

Member request for stoppage of quaterly or monthly membership

Any member can request a stoppage of membership for any reason but if over half of the membership time is used, there is no refund. If less than half time used, member may recieve 1/4 of price back

CALCUATIONS	annual membership (without tax)	monthly cost-annual membership
TENNIS	900	75
PB	500	41.67
TRACK	129	10.75
Late Join-First time annual member-monthly fee	prorated as per month joined	
Late Join-previous annual member	pays regular annual fee or quarterly/monthly joining fee	

