

Williams Lake Curling Club

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COVID-19 Refund Policy WLCC

Preamble

The WLCC has committed to you, our members, the funds and volunteer labour necessary to install and maintain the curling ice as well as to prepare the club for the upcoming 2020/2021 season. In addition to the costs incurred to get the club ready, this year has also taken a significant amount of time and expense to prepare the club to operate safely and in compliance within the COVID-19 framework. In return, we ask that our members commit to the WLCC and recognize that you are a member of a non-profit organization.

We understand that some of our members may be struggling during these times, and this is also true of all businesses and non-profit organizations. To put this into perspective from the club's position, even though all our labour to prepare and maintain the ice and lounge is volunteered, other costs are incurred. The most significant cost is electricity and gas as our Hydro bill exceeds \$3000/month and the gas for heating and hot water is a further \$1000/month during the curling season. Therefore, it is necessary to seek your assistance, both in volunteer time and monetary contributions, to maintain our club through this very difficult time.

The club, without the rental income we usually receive from our facility, the possible loss of revenue from our advertising sponsors, and the possibility of lower membership numbers, has budgeted for a loss for the 2020-2021 fiscal year.

Rest assured that Board members do not take either COVID-19 or our member's safety and support lightly! Our mandate is to work on your behalf to provide a safe facility with high quality amenities where members can come together and enjoy the game of curling, while being fiscally responsible. We thank all members for their support, their flexibility, and their understanding while we all work together to navigate through the ever-changing dynamic brought on by the COVID-19 pandemic.

Refund Policy

We have created this Refund Policy to help bring clarity to how we will handle refunds, if any. The club's refund policy, if we face any Ministry of Health shutdowns this year, will follow the guiding principles listed in #2 below.

- 1. If the curling rink is forced to close, and if we are unable to curl for a significant portion of the season, a prorated refund will be determined and offered by the Board.**

2. The determination of the above is based on these guidelines:
 - a. Short term shutdowns will be managed by attempting to reschedule all missed games, possibly extending the season if need be. No refunds will be given if this occurs.

 - b. If we face a complete closing of the club but have an expectation that we will be able to commence curling again, the club will maintain the ice during this shutdown period. No refunds will be given during this time.

 - c. If we are shut down and unlikely to be able to reopen, the ice will be removed, and our season will end.

3. Affiliation fees, membership fee and capital improvement fee will not be refunded.