



## 2021-22 ASCTC Refund Policy

ASC Training Center programs, teams, and camps operate on a non-profit basis. Program and team dues and training camps are not refundable or transferable. However, affordable access to snow sports is fundamental to our mission. To support our athletes and families, we follow these guidelines when considering refunds and/or credits:

1. If ASCTC cancels a program before it begins, full refunds are automatic. If a program ends early due to unforeseen circumstance, prorated refunds will be issued.
2. If an athlete or family has special circumstances that may warrant a refund, we follow these guidelines:
  - a. The athlete or family requesting a refund or credit should contact their Program Director in writing explaining the reason(s) for the request.
  - b. Requests for hardship refunds will be considered on a case-by-case basis. However, refunds are not granted for short terms injuries, lack of interest, or non-participation.
  - c. Ski area season passes (Boreal, Squaw/Alpine, etc.) cannot be refunded by ASCTC since they are purchased directly from the resort. Pass holders must contact the ski area directly. XC team passes are included in team dues at no cost and that value cannot be refunded.
  - d. Season-ending injuries can qualify for refunds with these limitations:
    - i. If the injury occurs prior to the start of a program, 100% of tuition will be refunded.
    - ii. If the injury occurs after the season has begun but before the season's mid-point, 50% of tuition will be refunded. A doctor's note may be required. After the season mid-point there are no refunds.
3. When a refund is approved and an athlete has an outstanding balance owed to the program (travel costs, for example), that amount will be deducted from the refund.

### **A special note:**

As of the date of this refund policy, the COVID-19 pandemic continues to cause uncertainty. If COVID-19 protocols return, ASCTC will revise this refund policy as we did in 2020-21. Affordable access to snow sports is fundamental to our mission and we'll adjust as we can to keep everyone enjoying our programs and the mountain experience.

- If the start of winter programs or XC operations are delayed past January 15th or cancelled due to COVID-19, full program tuition will be refunded if requested.
- If winter programs and XC operations begin, but are interrupted by short-term shutdowns due to COVID-19, no refunds are planned. However, at the end of the season if short-term shutdowns and/or shelter-in-place orders account for more than a 50% loss of scheduled training sessions or XC ski days, prorated refunds will be determined.