SKILL UP

Refund and Deferral Policy

All registrations are final, non-refundable, and non-transferable, except as expressly provided under this policy.

Refunds and deferrals are available **only for a qualifying medical reason** and only in accordance with the terms of this policy.

By completing registration and payment, the registrant acknowledges and agrees to this Refund and Deferral Policy.

1. Qualifying Medical Reason

A medical request will be considered only when the player is medically **unable to participate in the physical activities offered as part of the Skill Up Training program**.

The medical documentation must clearly establish:

- Player's full name;
- Date of medical assessment;
- Medical condition or medical reason preventing participation;
- Confirmation that the player is **unable to participate in the physical activities offered by Skill Up Training**; and
- Expected duration of the restriction or inability to participate.

2. Before the Season Starts

If a valid medical note is received **before the player's first scheduled training session** for the registered season, the registrant may choose **one** of the following:

- **Refund:** A refund of the registration fee, less a **$50 CAD administrative fee per registration**; or
- **Deferral:** A registration credit valid for **6 months from the date the medical documentation is received**.

3. After the Season Starts

If a valid medical note is received **on or after the player's first scheduled training session** for the registered season:

- **No refund will be issued.**
- The player may receive a **registration deferral/credit** based on the unused portion of the registration.

- The deferral credit must be used within **6 months from the date the medical documentation is received**.
- The credit is personal to the original participant and **may not be transferred, assigned, sold, or given to another participant**.

4. Deferral Credit

Any deferral credit issued under this policy:

- Is based only on the **unused portion of the registration**;
- Is valid for **6 months from the date the medical documentation is received**;
- Is personal to the original participant;
- Is **non-transferable**; and
- Has no cash value and cannot be exchanged for cash.

The value of any refund or deferral credit will not exceed the amount originally paid for the applicable program registration.

5. All Other Circumstances

No refunds, credits, deferrals, registration holds, suspensions, transfers, or other compensation will be provided for any reason other than a qualifying medical reason expressly covered by this policy.

Registrations cannot be placed on hold, paused, suspended, or temporarily deferred for any other reason, including, without limitation:

- Scheduling conflicts;
- Vacations or travel;
- Transportation issues;
- Changes in personal circumstances;
- Changes of mind;
- Dissatisfaction with the program;
- Inability to attend scheduled sessions;
- Individual missed sessions; or
- Choosing to discontinue participation.

A registration remains active for the registered season and cannot be paused or extended to accommodate absences or interruptions in participation, except as expressly provided under the medical provisions of this policy.

6. Missed Sessions

Missing an individual training session does not create a right to a refund, credit, deferral, transfer, or make-up session.

Make-up sessions are not provided for individual absences.

7. Medical Documentation

Skill Up Training may reject documentation that is incomplete, unclear, or does not establish that the player is unable to participate in the physical activities offered by the program.

The medical documentation must establish both:

1. The player's inability to participate in the program's physical activities; and
2. The expected duration of that restriction.

Incomplete, insufficient, or inconsistent documentation may result in the request being denied.

8. Submission of Medical Documentation

All medical documentation must be submitted to: **info@skilluptraining.ca**

The **date and time the medical documentation is received by Skill Up Training** will determine whether the request is considered before or after the season starts.

For purposes of this policy:

"Before the season starts" means any time before the player's first scheduled training session for the registered season.

"After the season starts" means on or after the player's first scheduled training session for the registered season.**Refund and Deferral Policy**

Submission of medical documentation does not automatically guarantee a refund or deferral. Eligibility remains subject to the requirements and terms of this policy.

9. Policy Application

Except where otherwise required by applicable law, this policy governs all requests for refunds, credits, and deferrals relating to Skill Up Training registrations.

By completing registration, the registrant confirms that they have read, understood, and agreed to this Refund and Deferral Policy.