



AOA Refund Policy

December 2021

Due to the COVID-19 Pandemic, Alpine Ontario Alpin has developed the following refund policy for **membership fees** paid between July 1, 2021 – April 31, 2022.

AOA Member Refund Policy

1. All ACA, AOA and COVID 19 Supplementary fees are non-refundable. Exceptional circumstances will be considered; e.g., injury or severe illness
2. If the Ontario Government legislates a province wide shut down of ski resorts post January 31, 2022 refunds will not be granted.
3. All refund requests must be communicated to AOA via email to admin@alpineontario.ca.
4. All refunds will be addressed within 14 working days of the refund request.
5. If a refund is granted, transaction and banking fees will be charged to the customer.

Exception List

Please note that scenarios below represent those ***who are not subject to this Policy*** and thus, no refund option is available:

1. AOA governed teams, e.g., Ontario Ski Team, SOD Ski Team
2. Those that have participated in sanctioned activities prior to April 31, 2022 including:
 - a. Those that have participated in a sanctioned training camp (e.g., dryland, on hill training).
 - b. Those that have participated in a sanctioned competitions or events.
3. Required Annual Dues; e.g., Officials

AOA Coaches Course Fees

Any AOA Entry Level, Development Level and/or Performance Level courses that are cancelled by AOA (**all parts of the same course**) will receive 100% refund.

1. If part of a course has been completed (e.g., online portion), a credit for the on snow portion will remain until completed.
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.

SnowReg Refund Protection

When registering for AOA programs, there is a Refund Protection option provided at check out. Registrants who selected that option will receive a confirmation email outlining the necessary information for requesting a refund.

Please note: SnowReg refund partner processes refunds on a case-to-case basis. Refunds (partial or full) are based on the submitted the participant claim. Members must select Refund Protection prior to checkout and it cannot be added after checking out. More information [here](#).

For information on ACA, AOA and division fees, please [click here](#).

For information on what AOA is responsible for and how we allocate funding, please [click here](#).