

## 2019 WRRR Payment Policy:

Payment of registration fees is required at the time of registration. All payments must be made with a credit card. The ActiveNet registration site accepts MasterCard, Visa, Discover and American Express. An Activenet processing fee of \$1.25 will be added to each transaction. All transactions are subject to 8% sales tax with the exception of Learn to Row. Anyone with an outstanding balance will not be permitted to register until that balance is paid in full.

### Optional Payment Plans:

The optional payment plan (available only for some programs) requires an initial payment followed by 2 or more automatic charges to your credit card at defined dates in the future. If automatic payments are impeded for any reason (including but not limited to lost, stolen, insufficient funds, declined, expired, closed, etc.) the individual with the outstanding balance will have 14 days from the failed payment date to complete the payment, after which a \$25 late payment fee will be applied to the account and membership and rowing privileges will be immediately suspended until payment is received. The account holder will be automatically notified of the failed payment by email to the address provided in the Activenet account (member must maintain current email address). It is the member's responsibility to receive the email. If the balance remains unpaid, up to two additional \$25 late fees will be levied at 30 and 60 days after the initial late fee, at which point Membership and all associated privileges will be terminated. No refunds will be made, and rowing in future years will require paying all past due balances. Contact WRRR at [membership@westernreserverowing.com](mailto:membership@westernreserverowing.com) if you have any questions. **Each** payment plan in which you enroll will incur a **Payment Plan Surcharge** to cover costs to WRRR associated with the processing of these automatic transactions.

### There are two types of payment plans offered:

- **Summer Rowing League (full 15 week program only): Three payments**
  - 40% is due at time of transaction
  - 30% is due 31 days after initial registration
  - 30% is due 62 days after initial registration
  - **Payment Plan Surcharge: \$4.50**
  
- **Masters, General Sweeps, General Sculling, Performance, Recreational: Four payments**
  - 40% is due at time of transaction
  - 20% is due 31 days after initial registration
  - 20% is due 62 days after initial registration
  - 20% is due 93 days after initial registration
  - **Payment plan Surcharge: \$6.75**

## 2019 WRRR Refund Policy

WRRR must limit the circumstances under which we offer refunds so that we may effectively and responsibly plan and manage our programs. Registration fees are defined here as ALL fees (assessment, membership, program fees, etc.) except as otherwise noted.

For Learn to Row fees, no refund will be made for any cancellation made within the 8 days preceding the Learn to Row session unless we are successful in reselling that position. No refunds will be made to those who fail to show up at the session without any notification.

For all other programs, If a notice of cancellation accompanied by a request for a refund is made in writing (email) to the Membership Director no later than 14 days after a coached program begins (or after the date of registration or the lifting of cold water restrictions, currently April 15, whichever is latest, for non-coached programs) a full refund of the registration fee less any convenience, transaction, or processing fees applied at the time of registration (or built into the activity cost) will be made.

No refund will be made in the absence of a written request within the stated periods. After these dates, there will be no refunds made for any fees, with the exception of members who withdraw from a program due to a medical condition or relocation. If such a member provides a signed letter from his/her health care provider validating his/her condition, he/she will receive a pro-rated refund for certain fees (facilities assessment and membership fees will not be refunded) for the remaining portion of the program starting with the date the medical excuse is received by the Membership Director. In cases of re-location WRRR will need proof of relocation and will validate that proof. The Board of Directors reserves the right to make determinations on special circumstances.

WRRR reserves the right to cancel any program due to under-enrollment, coach staffing issues or other circumstances. If the program is cancelled prior to the first session, a full refund of the registration fee will be given. If the cancellation occurs mid-program, either a comparable alternative will be provided or a pro-rated refund will be given based on the number of weeks of the program completed at the time of cancellation.

Your signature here indicates agreement to and acceptance of these policies:

Name (printed): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_