

Thunder Bay Nordic Trails

Membership Refund Policy

Adopted: February 18, 2013

Revised: September 10, 2013

Situation	Refund	Details
Change of mind	Yes	Within five days of purchase – full refund minus administration charge*
Change of mind	Yes	More than five days after purchase and prior to November 30
Change of mind	No	November 30 or later
Poor Snow Conditions	No	EXCEPT first time members who may be given three complimentary guest passes if snow conditions are poor**as of January 1
Out of Town move	Yes	Pro-rated refund
Illness or Injury	Yes	Pro-rated refund OR Pro-rated credit towards following season membership
Death	Yes	Pro-rated
Pro-rated schedule		
Prior to November	80%	
Prior to December 15	60%	
Prior to January 15	40%	
Prior to February 15	20%	
On or after February 15	No refund	

Notes

1. All requests for refunds must be submitted in writing
2. Requests for medical reasons must be accompanied by a medical certificate
3. Out of Town move must be greater than 100km from a TBNT groomed facility
4. Refunds for Out of Town move requests will be forwarded to the new address
5. Where the request applies to one member of a couple or family membership, the pro-rated refund will apply to the fee portion applicable to the non-skiing member only
6. Where the request applies to a joint TBNT/Lappe membership, the pro-rated refund will apply to the portion applicable to each facility, pending Lappe approval.

*Please note that administration charges will be decided on an annual basis

** "Poor conditions" are classified as "less than 20% trails groomed for both skate and classic skiing"