



Membership Cancellation & Refund Policy

This policy helps ensure that membership cancellations and refunds are handled in a clear, fair and consistent way, reflecting the values of our club community.

1. Membership Fees

All annual membership fees are non-refundable except as outlined in this policy. Membership provides access to club programming and benefits and is not based on frequency of use.

2. Refund Window

A full refund may be requested within 7 days of registration, provided the member has not participated in any club activities.

Participation includes booking or attending any club activity including but not limited to court sessions, clinics or league play whether attended or not.

Refunds will be issued less any non-refundable third-party or payment processing fees.

3. Medical or Exceptional Circumstances

After the 7-day refund window, refunds will only be considered in exceptional circumstances such as injury or medical condition and are subject to Board approval.

Requests must be submitted in writing to the club via email.

Supporting documentation may be required such as a medical note.

Approved refunds will be prorated from the date the written request is received not the date of injury or circumstance.

4. Multi-Member or Household Memberships

Memberships are individual even when purchased together.

Refunds or credits apply only to the affected member.

Other members within the same household or registration are not eligible for a refund if they remain able to participate.

5. Non-Refundable Fees

Portions of the membership fee allocated to Pickleball Canada and Pickleball Ontario are non-refundable under any circumstances as these are governed by external organizations and outside NIPA's control. All payment processing fees are non-refundable.

6. Refund Method

- Approved refunds will be issued using one of the following methods:
- Refund to the original payment method,
- E-transfer or,
- Club credit

The Board will determine the appropriate method and will aim to apply refund methods consistently across similar cases.

7. Cancellations

Members may cancel their membership at any time.

Cancellation terminates future access to membership benefits but does not imply eligibility for a refund beyond the conditions outlined in this policy.

8. Non-Transferability

Memberships are non-transferable and may not be assigned or transferred to another individual.

9. Code of Conduct and Disciplinary Action

No refunds will be issued if a membership is suspended or terminated due to violation of the club's Code of Conduct or other disciplinary action.

10. Facility Closure or Unforeseen Circumstances

In the event of facility closure or circumstances beyond the club's control the Board may at its discretion issue prorated refunds or credits.

11. Processing Timelines

Refund requests will be reviewed within 5 business days of receipt. Approved refunds will be processed within 10 business days.

12. Policy Authority

This policy is administered by the NIPA Board of Directors. The Board retains final decision-making authority on all refund and cancellation requests.