



CASTLEGAR NORDIC SKI CLUB

Membership and Day Pass Administration Policy

This policy is intended to guide decision-making and provide consistency regarding the administration of annual Club Memberships and Day-Use Passes. A Club Executive member or the Club Administrator may elect to vary from an element of this policy in unforeseen or extenuating circumstances. A general principle of this policy is to assume individuals' honesty and accommodate requests wherever possible in the interest of providing a positive experience and service to Club Members and visitors.

1. Credit of a Day-Use Pass Purchase Towards an Annual Membership Purchase

Where a skier purchases a Day-Use Pass, then decides to purchase an annual Membership, the value of the Day Pass will be credited toward the cost of a Membership only where:

- i. The request is made to a Fee Collector in person at the trailhead, and
- ii. The Membership is purchased the same day as the Day-Pass.

2. Replacement of Lost Membership Badge

The Club will replace a missing¹ Membership badge when requested by a member if:

- i. The person is confirmed through the membership database to have purchased a Membership, and
- ii. It is the first such occurrence in a season.

In all cases where a badge is replaced, the Member will be asked to return the extra badge to the Club if the missing badge is found.

¹. "Missing" means the badge did not arrive in the mail or was subsequently lost.

3. Membership Refunds and Transfers

As a rule, the Club does not issue refunds for annual Membership purchases. Where there is a strong extenuating circumstance (e.g., a person breaks their leg at the start of the season), the Registrar may authorize an exception to this policy and the preferable option will be to offer a credit or prorated credit towards a Membership purchase the following year. Where a refund or credit is approved the Membership badge should be returned.

As another option, a member who is unable to ski may wish to gift or sell their Membership badge. In this case the Club must be advised and the person receiving the badge must complete and submit a signed Membership Registration form and waiver before the new Membership becomes effective. The original member will be removed from the Club membership list and the new member added.

4. Award of a Free Membership

The Club may offer a free annual Club Membership in any of the following circumstances:

- i. A Club member volunteers as a Fee Collector for 4 or more (4 hour) volunteer shifts in one season (awarded the following season),
- ii. A Club member volunteers as a Cabin Warden for 1 season (awarded the following season),
- iii. To Club Executive Members as recognition of personal time commitment (awarded the year of election or appointment,
- iv. To Club employees as a benefit of employment,
- v. As a special recognition or honorarium, at the discretion of the Club Executive.

Completion of a registration form and waiver (paper or online) is required in all circumstances and an awarded membership may not be transferred or shared.

5. Accepting a Payment Confirmation in Place of a Badge

Where an individual has registered for an Annual Membership online (with credit card or mail-in cheque payment) and their Membership badge has not yet arrived, a copy of the system-generated confirmation email (printed or displayed on a phone) will be accepted by a Fee Collector in place of the badge. The skier must sign-in with full contact information as usual.

6. "Forgot my Badge"

Where an individual indicates they are a paid club member but have forgotten or misplaced their membership badge and the Fee Collector does not know the person, and another confirmed member cannot vouch for them, the Fee Collector will ask to see one piece of ID and will check the person's name against the most current membership list printout. If the person's name is not on the membership list they will be asked to sign-in, and the Fee Collector will note the individual's name, email, and a contact phone number for the Club Administrator to later confirm membership with a more current membership list or with the Registrar.

Weekly (usually on Thursdays), the Club Administrator will obtain an updated copy of the most current membership list from the Registrar and provide it to the scheduled Fee Collectors.

7. "Forgot my Money"

Where an individual indicates they have forgotten their wallet, or otherwise has no means to make a payment for a Day-Pass (e.g., only has a credit card when electronic payment is not available):

- i. The Fee Collector will ask the individual to purchase a Day-Pass online through the Club website as soon as possible when they return home, and
- ii. The individual will provide the Fee Collector with their name, email, and a contact phone number, as well as sign-in as normal.

This policy applies to Day-Passes only. - An annual Membership will only be issued with full payment.

8. Membership / Day-Pass Ownership and Gifting

The Club will deem the person in whose name a Membership or Day-Pass was purchased (the person signing the Registration form and acknowledging the waiver) as its owner, regardless of who the purchaser is. Where a Club Membership is purchased as a gift, with the prospective member not present, a registration form and waiver must be signed by the new member at the earliest opportunity, for the Membership to become effective.

9. Membership Badge Sharing or Lending

Only the person in whose name a Membership was purchased, and who signed the Membership Registration and waiver, may use the Membership badge issued as proof of Club Membership for the purpose of using the ski trails.

In a situation where a Fee Collector or another Club representative becomes aware of a member sharing or lending their badge to another individual, the Member and the individual should be advised that this is not permitted under the Club's bylaws and policies. The approach should be one of education regarding the financial impact and potential legal issues for the Club.

Where a non-member has skied using a member's badge, they will be asked to purchase a Day-Pass as soon as possible after the fact.

10. Complimentary Day-Use Passes

At their discretion, a Club Executive Member (or authorized employee or volunteer) may provide a complimentary Day-Use Pass to a visitor (non-Club member) who has experienced unusual or unexpectedly poor ski conditions and/or who has had a negative experience, due to circumstances outside of their control. These are anticipated to be rare situations but a worthwhile gesture to maintain positive 'customer' relationships. Complimentary Day-Use Passes should use the form authorized by the Club and be signed and dated by the issuer.

Note: Some aspects of this policy may interact with, or relate to, the following Club policies:

- *Group Fees Policy and Conditions*
- *Employee and Executive Compensation Policy*