



# ICEREG: CANCELLATION AND REFUND PROCESSES

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# IMPORTANT!

In this document, there are frequent references to a “PTSO”. A PTSO is a club’s **Provincial / Territorial Sport Organization**.

For example, British Columbia’s **Provincial / Territorial Sport Organization** (PTSO) is the British Columbia Speed Skating Association (BCSSA).

# OVERVIEW

There are four (4) cancellation / refund processes in IceReg, one for each membership registration pathway (#1, #2, #3, and #4). Clubs must follow the cancellation / refund process that corresponds to their club's chosen membership registration pathway:

- [Click here](#) to access the cancellation / refund process for Registration Pathway #1.
- [Click here](#) to access the cancellation / refund process for Registration Pathway #2.
- [Click here](#) to access the cancellation / refund process for Registration Pathway #3.
- [Click here](#) to access the cancellation / refund process for Registration Pathway #4.

## Refund Details

The table below outlines the refund details for each registration pathway. Note Interpodia's processing fees are non-refundable.

	CLUB FEE	PTSO MEMBERSHIP FEE	SSC MEMBERSHIP FEE
REGISTRATION PATHWAY #1	Once approved by the club, refund is issued electrically to the purchaser's credit card via IceReg / WePay.	Once approved by the PTSO, refund is issued electrically to the purchaser's credit card via IceReg / WePay.	Once approved by SSC, refund is issued electrically to the purchaser's credit card via IceReg / WePay.
REGISTRATION PATHWAY #2		Once approved by the PTSO, refund is issued electrically to the purchaser's credit card via IceReg / WePay.	Once approved by SSC, refund is issued electrically to the purchaser's credit card via IceReg / WePay.
REGISTRATION PATHWAY #3	Refund for club fee, PTSO membership fee, and SSC membership fee must be issued to the purchaser by the club (cash, cheque, EFT).		
REGISTRATION PATHWAY #4		Refund for PTSO membership fee and SSC membership fee must be issued to the purchaser by the club (cash, cheque, EFT).	

# REGISTRATION PATHWAY #1

## Registration Pathway Summary

- Participant registers in IceReg for their SSC membership, PTSO membership and club program(s) and pays by credit card.
- SSC membership fee, PTSO membership fee, and club program fee are deposited into each organization's respective WePay / banking account.
- Registrations requiring payment by cash, cheque, or EFT will be processed on a case-by-case basis.

## Cancellation / Refund Process

The club, the PTSO, and SSC must execute their assigned step(s) below to successfully cancel and refund a participant's club program, PTSO membership, and SSC membership. **The club is responsible for initiating the cancellation / refund process.**

### STEP 1 CLUB

- Cancel and refund the club program. [Click here to access the step-by-step guide.](#)
  - *By changing the status to **Refunded (Cancelled)**, the club program will be cancelled and refunded.*
  - *The club has the option to absorb the initial processing fee or charge the initial processing fee to the purchaser.*
- [Using this email template](#), send a cancellation / refund request to your PTSO representative.

### STEP 2 PTSO

- Cancel and refund the PTSO membership. [Click here to access the step-by-step guide.](#)
  - *By changing the status to **Refunded (Cancelled)**, the PTSO membership will be cancelled and refunded.*
  - *The PTSO has the option to absorb the initial processing fee or charge the initial processing fee to the purchaser.*
- Once the PTSO membership has been successfully cancelled and refunded, forward the club's cancellation / refund request to **SSC**.

### STEP 3 SSC

Cancel and refund the SSC membership, and ensure a follow-up via email with the PTSO and the club.

## Email Template

*To: PTSO Representative*

*Subject: Registration Pathway #1: Cancellation / Refund Request*

*Hello,*

*My name is (your name) and I am a volunteer with (club name). Our club is using registration pathway #1 in IceReg. Kindly cancel and refund the PTSO membership and SSC membership for the following participant:*

- *Participant's full name:*
- *User email:*
- *Date of birth:*
- *SSC membership number:*
- *Current PTSO membership:*
- *Reason for cancellation / refund:*

*Thank you in advance,*

**In cases where multiple registrations need to be cancelled and refunded, clubs are welcome to summarize the registrations (with the participant's full name, user email, date of birth, etc.) in an Excel spreadsheet.**

# REGISTRATION PATHWAY #2

## Registration Pathway Summary

- Participant registers in IceReg for their SSC membership and PTSO membership **only** and pays by credit card.
- SSC membership fee and PTSO membership fee are deposited into each organization's respective WePay / banking account.
- Registrations requiring payment by cash, cheque, or EFT will be processed on a case-by-case basis.

## Cancellation / Refund Process

The club, the PTSO, and SSC must execute their assigned step(s) below to successfully cancel and refund a participant's club program, PTSO membership, and SSC membership. **The club is responsible for initiating the cancellation / refund process.**

### STEP 1 CLUB

- Change the participant's registration status to **cancelled**. [Click here to access the step-by-step guide.](#)
- [Using this email template](#), send a cancellation / refund request to your PTSO representative.

### STEP 2 PTSO

- Cancel and refund the PTSO membership. [Click here to access the step-by-step guide.](#)
  - *By changing the status to **Refunded (Cancelled)**, the PTSO membership will be cancelled and refunded.*
  - *The PTSO has the option to absorb the initial processing fee or charge the initial processing fee to the purchaser.*
- Once the PTSO membership has been successfully cancelled and refunded, forward the club's cancellation / refund request to **SSC**.

### STEP 3 SSC

Cancel and refund the SSC membership, and ensure a follow-up via email with the PTSO and the club.

## Email Template

*To: PTSO Representative*

*Subject: Registration Pathway #2: Cancellation / Refund Request*

*Hello,*

*My name is (your name) and I am a volunteer with (club name). Our club is using registration pathway #2 in IceReg. Kindly cancel and refund the PTSO membership and SSC membership for the following participant:*

- *Participant's full name:*
- *User email:*
- *Date of birth:*
- *SSC membership number:*
- *Current PTSO membership:*
- *Reason for cancellation / refund:*

*Thank you in advance,*

**In cases where multiple registrations need to be cancelled and refunded, clubs are welcome to summarize the registrations (with the participant's full name, user email, date of birth, etc.) in an Excel spreadsheet.**



# REGISTRATION PATHWAY #3

## Registration Pathway Summary

- Participant registers in IceReg for their SSC membership, PTSO membership, and club program(s).
- Participant pays the club directly by cash, cheque, or EFT and amounts owing to SSC, the PTSO, and the club are tracked in payment groups.
- A club will have two (2) payment groups; one (1) payment group to track amounts owing to SSC and the PTSO, and one (1) payment group to track amounts owing to the club.
- Club will be invoiced for SSC membership fees and PTSO membership fees at the end of the season.
- Club cannot accept credit card payments.

## Cancellation / Refund Process

The club must execute the steps below to successfully cancel and refund a participant's club program, PTSO membership, and SSC membership.

### CLUB

- Remove the participant's initial SSC / PTSO membership fees from the payment group that tracks SSC / PTSO membership fees. [Click here to access the step-by-step guide](#).  
*This action will remove the participant's initial SSC membership fee and initial PTSO membership fee simultaneously from the payment group and will also update the SSC membership status and the PTSO membership status to cancelled.*
- Remove the participant's initial club program fee from the payment group that tracks club fees. [Click here to access the step-by-step guide](#).  
*This action will remove the participant's initial club program fee from the payment group and also update the participant's initial club registration status to cancelled.*
- Refund the purchaser.

# REGISTRATION PATHWAY #4

## Registration Pathway Summary

- Participant registers in IceReg for their SSC membership and PTSO membership **only**.
- Participant pays the club directly by cash, cheque, or EFT and amounts owing to SSC and the PTSO are tracked in a **payment group**.
- Club will have one (1) payment group to track amounts owing to SSC and the PTSO.
- Club will be invoiced for SSC membership fees and PTSO membership fees at the end of the season.
- Club **cannot** accept credit card payments.

## Cancellation / Refund Process

The club must execute the steps below to successfully cancel and refund a participant's club program, PTSO membership, and SSC membership.

### CLUB

- Remove the participant's initial SSC / PTSO membership fees from the payment group that tracks SSC / PTSO membership fees. [Click here to access the step-by step guide](#).  
*This action will remove the participant's initial SSC membership fee **and** initial PTSO membership fee simultaneously from the payment group and will also update the SSC membership status **and** the PTSO membership status to **cancelled**.*
- Change the participant's initial club registration status to **cancelled**.  
[Click here to access the step-by step guide](#).
- Refund the purchaser.



# NEED HELP?

There are two (2) ways to contact the IceReg support team:

- A **chat box** is available from within your club's dashboard. The chat box is located at the bottom-right of the dashboard and is visible from Monday to Friday between 7:00 AM and 5:00 PM PDT. **Response time ranges from a few minutes to a few hours.**
- Send an email to **[info@icereg.ca](mailto:info@icereg.ca)**. **Allow 1-2 business days for a response.**

Questions in English and in French are welcome!