



ICEREG: CANCELLATION AND REFUND PROCESSES

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ABOUT THIS DOCUMENT

Content

This document outlines the cancellation / refund process for registration pathway 1 and 2 for Speed Skating Canada's online membership and events management platform, [IceReg](#). Note each registration pathway is unique and a cancellation / refund must be executed per the process that corresponds to a club's chosen registration pathway.

Definitions

The following terms are applicable to this document:

- **SSC** – [Speed Skating Canada](#)
- **PTSO** – Provincial or Territorial Sport Organization
As an example, British Columbia's provincial sport organization is Speed Skating BC (SSBC).
- **IceReg** – Speed Skating Canada's online membership and events management platform.

REFUND OVERVIEW

The table below summarizes how refunds are issued in IceReg. **It is important to note the Interpodia / IceReg processing fees are non-refundable.**

	CLUB FEE	PTSO MEMBERSHIP FEE	SSC MEMBERSHIP FEE
REGISTRATION PATHWAY 1	Once approved by the club, refund is issued electronically to the purchaser's credit card via IceReg / payment processor.	Once approved by the PTSO, refund is issued electronically to the purchaser's credit card via IceReg / payment processor.	Once approved by SSC, refund is issued electronically to the purchaser's credit card via IceReg / payment processor.
REGISTRATION PATHWAY 2: CREDIT CARD PAYMENT	Club program fees are listed at \$0.00 in IceReg, and a club must therefore issue a refund outside of IceReg (by cash, cheque, or EFT).	Once approved by the PTSO, refund is issued electronically to the purchaser's credit card via IceReg / payment processor.	Once approved by SSC, refund is issued electronically to the purchaser's credit card via IceReg / payment processor.
REGISTRATION PATHWAY 2: PAYMENT GROUP	All refunds must be executed outside of IceReg (by cash, cheque, or EFT).		

REGISTRATION PATHWAY 1

Important things to know about refunding credit card payments

- All sport organizations (club, PTSO, SSC) must follow the refund process outlined in [this Knowledge Base article](#) to refund a club program or membership purchased by credit card.
- During the refund process, selecting the **Complete** status will ensure a club program or membership stays listed as **Complete** and a refund shall be issued per the desired refund amount.
- During the refund process, selecting the **Refunded (Cancelled)** status will ensure a club program or membership is listed as **Cancelled** and a refund shall be issued per the desired refund amount.
- The original processing fee can be absorbed by the sport organization or charged to the purchaser, where applicable.

How to cancel / refund a club program?

Follow the steps outlined in [this Knowledge Base article](#).

How to cancel / refund memberships?

STEP 1 CLUB	Using this email template , send a cancellation / refund request to your PTSO representative.
STEP 2 PTSO	Cancel / refund the PTSO membership by following the steps outlined in this Knowledge Base article . Once the PTSO membership has been successfully cancelled / refunded, insert the SSC membership information into the club's cancellation / refund request and then forward the request to pvargas@speedskating.ca .
STEP 3 SSC	Cancel / refund the SSC membership by following the steps outlined in this Knowledge Base article , and ensure a follow-up via email with the PTSO.

Email Template

In cases where multiple participants need their PTSO membership and SSC membership cancelled / refunded, clubs are welcome to summarize the participants (full name, SSC number, etc.) in an Excel spreadsheet.

To: PTSO Representative

Subject: Cancellation / Refund Request for PTSO and SSC Memberships

Hello,

My name is (your name) and I am a volunteer with (club name). Kindly cancel and refund the PTSO membership and SSC membership for the following participant:

Full name	SSC number	PTSO membership	SSC membership	Reason for cancellation / refund
			To be completed by the PTSO	

Thank you in advance,

REGISTRATION PATHWAY 2: CREDIT CARD PAYMENT

How to cancel / refund a club program?

- **To cancel a club program:** change the registration status (from **Complete** to **Cancelled**) by following the steps outlined in [this Knowledge Base article](#).
- **To refund a club program:** since the club program fees are listed at \$0.00 in IceReg, refunds for club program fees must therefore be issued outside of IceReg (by cash, cheque, or EFT).

How to cancel / refund memberships?

STEP 1 CLUB	Using this email template , send a cancellation / refund request to your PTSO representative.
STEP 2 PTSO	Cancel / refund the PTSO membership by following the steps outlined in this Knowledge Base article . Once the PTSO membership has been successfully cancelled / refunded, insert the SSC membership information into the club's cancellation / refund request and then forward the request to pvargas@speedskating.ca .
STEP 3 SSC	Cancel / refund the SSC membership by following the steps outlined in this Knowledge Base article , and ensure a follow-up via email with the PTSO.

Email Template

In cases where multiple participants need their PTSO membership and SSC membership cancelled / refunded, clubs are welcome to summarize the participants (full name, SSC number, etc.) in an Excel spreadsheet.

To: PTSO Representative

Subject: Cancellation / Refund Request for PTSO and SSC Memberships

Hello,

My name is (your name) and I am a volunteer with (club name). Kindly cancel and refund the PTSO membership and SSC membership for the following participant:

Full name	SSC number	PTSO membership	SSC membership	Reason for cancellation / refund
			<i>To be completed by the PTSO</i>	

Thank you in advance,

REGISTRATION PATHWAY 2: PAYMENT GROUP

How to cancel / refund a club program?

CLUB	<ul style="list-style-type: none">▪ To cancel a club program: change the participant's initial club registration status to Cancelled by following the steps outlined in this Knowledge Base article. This action is required even though the club programming is listed at \$0.00 in IceReg.▪ To refund a club program: refund the purchaser (by cash, cheque, or EFT).
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How to cancel / refund memberships?

CLUB	<ul style="list-style-type: none">▪ To cancel the memberships: remove the participant's initial PTSO / SSC membership fees from the payment group that tracks PTSO / SSC membership fees by following the steps outlined in this Knowledge Base article. This action will remove the participant's initial PTSO membership fee and initial SSC membership fee simultaneously from the payment group and will also update the PTSO membership status and the SSC membership status to Cancelled.▪ To refund the memberships: refund the purchaser (by cash, cheque, or EFT).
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