

## CSBOP FEES AND CANCELLATION POLICY

### 1. Introduction

Canoe Slalom BOP (CSBOP) is the governing body in charge of Canoe Slalom within the Bay of Plenty. Within this role they run many events for Canoe Slalom paddlers both from and outside the BOP. These events require CSBOP to commit many different resources (finance, equipment, facilities and personnel) in advance of any event and administer the many variables.

### 2. Aim of this Policy

This policy has been created to provide guidelines for CSBOP committee members, sub-committee members, employees, club paddlers and those within the wider canoe slalom community to develop an understanding of the implications that changes can have once an event is confirmed both time and financial.

### 3. Related Documents

- 3.1. CSBOP Season Handbook
- 3.2. CSBOP Participants Code of Conduct

### 4. Principles

- 4.1. The guiding principle for all activities that CSBOP run is that you should be able to register through the CSBOP Friendly Manager Portal (FMP). Once you have registered for any event or activity an invoice will be generated which is due.
- 4.2. If you wish to cancel a booking then you must e-mail the event organiser before the registration closure date stating that you are no longer able to attend or this invoice will still be valid.

### Specific Guidelines

#### 5. Term Training Sessions including Van bookings and Fitness sessions.

- 5.1. Before each school term training sessions (including paddle sessions, gym sessions and van bookings) will be made available through the FMP. Families will then have the opportunity to book onto these sessions through this portal until the registration closure date.
- 5.2. After registration closes, the CSBOP Coaching Team will meet and collate the timetable and will make any changes they deem necessary and contact the individuals to inform them of these changes. Following this all registrants will receive an e-mail stating that registration has now closed, and the timetable has been set, you will have 5 days to notify CSBOP of any further changes via your coach.
- 5.3. Following this 5 day period, the training timetable will be taken as a final version and all participants invoices will be due in full for the Term.

#### 6. Kaituna Sessions

- 6.1. The Kaituna River is our main white-water training location, unfortunately if there is heavy rainfall river levels may rise and we may be unable to use it due to legislation.

- 6.2. When this occurs Kaituna training sessions are automatically relocated to Kawerau. These sessions are still considered normal training sessions so there are no credits or catch-ups for nonattendance will be given.
- 6.3. Please note: The BOP Regional Council manage these gates and the club may only get notification of Kaituna river levels late on Friday afternoon so please allow for last minute changes. Unfortunately, this is not something that CSBOP has any control over.

## **7. Rolling Sessions**

- 7.1. Rolling Sessions, unlike the term training sessions, are on a session by session invoicing structure due to the nature of the lessons.
- 7.2. Each week the participant will receive a weekly e-mail outlining the rolling sessions and within the e-mail a deadline will be sent for the participant to inform the coach if they do not wish to continue rolling sessions.
- 7.3. If the coach is not notified before this deadline the rolling session will be charged irrespective of attendance.

## **8. Term fees**

Term and other fees are required by the notified date. At the discretion of the Committee, a member who does not pay any fee by the set date, may be deemed a non-financial member. In such circumstances access to canoe slalom training and any CSBOP events will cease until all the arrears are paid.

## **9. National Squads**

CSBOP members who have qualified as members of the Canoe Slalom New Zealand (CSNZ) National Performance Squad (NPS) or Development Squad (DS) will not be charged for training sessions that are missed due to official CSNZ Camps or Overseas Competitions.

## **10. Camps**

CSBOP run a number of camps throughout the year. Registration for these camps is only complete following online registration and full payment of the camp fees by the due date. Any cancellation after the closure date specified means the camp fees will be charged irrespective of attendance.

## **11. Races**

CSBOP run a number of races throughout the year. Registration is only complete following online registration and full payment of the race fees. Non-attendance must be notified within 24hrs of the publication of provisional start list – usually a few days before the race. Otherwise you will be charged for the race whether you attend or not.

## **12. Courses**

CSBOP run a number of courses throughout the year which include River Rescue 1 + 2, Foundation Coach Award and many others. Registration for these courses will be done through the FMP. Participation is on a first come first served basis and subject to a fully completed online registration form and payment by the due date. Failure to complete this process on time may result in your spot being given to the next in line. Any cancellation after the closure date specified means the course fees will be charged irrespective of attendance, unless you are able to find a suitable replacement.

### **13. Overnight training weekends**

From time to time the club will run a two-day training and/or race event in Kawerau with the option to stay overnight at Firmin Lodge. Registration to these is only complete following online registration and full payment of the fees. Any cancellation after the closure date specified means the accommodation and any other relevant fees will be charged irrespective of attendance.

### **14. Wero**

- 14.1. Trips to Wero, which often will include transport, will need to be booked via online registration form. Any cancellation after the closure date specified means any training, transport or other relevant fees will be charged irrespective of attendance.
- 14.2. When a van ride is available priority will be given to those who wish to take part in CSBOP Coached training sessions. If there is still space, members of NPS or DS wishing to travel to Wero for non CSBOP sessions may be allocated a seat on a first come first served basis.

### **15. Casual Rates**

- 15.1. As we employ coaches on a fixed contract and are liable for their salary irrespective of the number of paddlers in a session, we operate a charging structure based upon term long bookings. The timetable is designed to try and fill each session to utilise coaching time as efficiently as possible. Therefore, casual spots may not often be available. But in the following circumstances, assuming room is available, an application for casual sessions may be made:
  - 15.2. Commitment conflicts - Paddlers who know in advance that they will be unable to attend 50% or more of sessions a term within a particular time slot may be able to apply for casual sessions. Allowance will not be given for Wero trips (unless it applies to NPS or DS commitments as per para 9 above) as it is expected that these will be fitted around Club Sessions.
  - 15.3. Adult Paddlers – Paddlers who are currently enrolled in tertiary education out of the district, or in Full-Time Employment may apply for casual sessions if they are unable to attend a specific and regular program due to commitments beyond their control.
  - 15.4. Extra Sessions - A paddler who has committed to a term training program and wishes to attend an occasional extra session may apply to do this on a casual basis e.g. an extra Kaituna session/ flat water sessions.
  - 15.5. If you wish to make an application to seek an exception, please e-mail your coach. Following this the executive committee will consider applications on a case by case basis. Please be aware that the casual rate will not be considered simply to allow flexibility, if an alternate session arrangement can be made this solution will be preferred. In all cases, access to a session on a casual basis will be dependent on there being room in the session requested and therefore cannot be guaranteed.

### **16. Catch Up Sessions**

- 16.1. School Camps. If your Son/ Daughter is going to be involved in a school camp, please inform your coach at the earliest convenience as they will be eligible for catch-up sessions. These sessions can only occur during that term and cannot be carried forward. Your coach will advise of an appropriate session.

16.2. Injuries and/ or Sickness.

16.2.1. For periods of sickness and/ or injury that last two weeks or less then you will be eligible for catch up sessions which can be arranged with your coach but must be used in the current calendar year.

16.2.2. For periods of sickness and/or injury that lasts over two weeks, a GP/ Physical Therapist's note is required and any lessons that have been missed may be credited back to the onset of the injury or sickness. If the nature of the injury/sickness necessitates only a partial return to paddling the sessions will be charged on an attendance basis at the current member rate.

16.2.3. CSBOP reserve the right to review these provisions on a case-by-case basis

16.3. NCEA Exams.

16.3.1. If your Son/ Daughter's NCEA Exams clash with a training session, they will be eligible for a credit. For example – an afternoon exam and an afternoon training session or a morning exam and a morning training session, fees will not be charged. In the case of a morning session and an afternoon exam, the charge will remain as it is not a direct clash.

16.3.2. All NCEA clashes must be communicated to the Coach within the 5 working day period following the publication of the finalised Term Timetable for this credit to be applied.

16.4. Other Missed sessions. Generally speaking, any training sessions that are missed for reasons not listed above are not able to be caught up at a later date. Please see the extenuating circumstances for more information.

**17. Cancelled Session**

Should the club need to cancel a session due to unforeseen circumstances the paddler's account will be credited for that session.

**18. Extenuating Circumstances**

Where no specific guidelines exist to a particular situation, extenuating circumstances can be considered on a case by case basis. To discuss this further please first contact your coach or the event organiser who will discuss this further with you.

**19. Responsibility for monitoring compliance**

The CSBOP Executive Team is responsible for monitoring compliance with this policy. Breaches of this policy may result in disciplinary action, warnings and/or suspension.