



## **STC Credit and Refund Policy in response to covid-19 Pandemic.**

**Context:** The Government directives, resulting from coronavirus, has resulted in our facilities closing from 23rd March 2020.

Currently, we do not know how long this will last, nor when and for what periods it might be re-applied.

Your STC Committee is keen to create a policy that provides members with confidence that they will be treated fairly and will not feel unduly out of pocket.

So the following will apply:

1. Next year in March 21, members will be eligible for a refund or credit to offset against 2021/22 subscription fees. This will be calculated on a pro-rata basis on the number of complete months of court non-availability and membership fee paid i.e. lose a third of the year and get that back as a refund.
2. The Club greatly appreciates the financial support it has received from members who have already paid their 20/21 annual sub. Those who have paid this during March or April 20 may cancel their membership immediately if felt necessary to do so. If payment was made via BACS or cheque a full refund will be available. For those who paid via a credit or debit card, a refund minus card processing fees will be available.

While this policy specifically applies to STC year 2020-21, it may be reviewed for future years by the prevailing Management Committee should similar Government directives apply.

TC: Chairman

22<sup>nd</sup> April 2020