

COVID-19 CREDIT/REFUND POLICY 2021-22



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Context

During 2020-21 season, Sodbury Tennis Club has been subject to COVID-19 legislation which has resulted in intermittent closure of the tennis playing facilities. Members were unable to play tennis during these periods of lockdown which reduced the value for money of membership. This policy is in place in case of future lockdowns during 2021-22 membership season.

Policy statement

Sodbury Tennis Club sets membership tariffs which aim to provide value for money and are affordable across different membership categories.

Membership tariffs take into consideration the income required to run a developing club, maintain playing facilities, clubhouse and grounds, and meet other financial liabilities.

The club aims to show fairness in reimbursing members for lost playing opportunities due to lockdown and to increase confidence in members to re-join the club.

Sodbury Tennis Club will provide a credit on annual membership, or refund if not re-joining, pro rata for every full month when playing facilities are closed during 2021-22 membership season. Members will have the option to pay the full membership renewal fee, if preferred.

The offer of credit or refund will be reviewed on an annual basis.

Process of credit/refund at the end of the membership year (if lockdowns during 2021-22 season)

1. The membership secretary will calculate the credit or refund owed to compensate for full months of closure of playing facilities.
2. The membership secretary will email members with details of the membership renewal fee with the credit, or the membership refund if the member is not re-joining. They will also provide details of the full membership renewal fee for those who prefer to pay the full fee.
3. Members can pay their membership fee via Stripe (incurs a charge for the club) or BACS.
4. Membership fee refunds will be paid by BACS.