



## MARKHAM PICKLEBALL CLUB

### Membership Terms, Cancellation & Refund Policy

#### 1. Annual Membership Commitment

All MPC memberships are fixed-term annual memberships.

Membership categories, access levels, and time restrictions are part of the selected membership structure and are not grounds for refund.

#### 2. Outdoor Play Acknowledgment

MPC operates primarily as an outdoor club.

Members acknowledge that court access may be impacted by weather, air quality, municipal decisions, maintenance, or other circumstances beyond the club's control.

Such interruptions do not entitle members to refunds, credits, or extensions.

#### 3. Refund Policy

MPC memberships are non-refundable.

Refunds will only be considered in documented exceptional circumstances and are subject to approval at the sole discretion of the MPC Board.

Approval is not guaranteed.

*Bronze Memberships are strictly non-refundable* and are not eligible for refund under any circumstance.

Exceptional circumstances may include:



- Permanent relocation more than 50 km from Markham
- Medical conditions preventing participation

#### 4. Refund Structure (If Approved)

The Outdoor Season is defined as May 1 to October 31.

The refund structure outlined below applies only to membership categories eligible for refund consideration.

If a refund is approved:

**Before May 1:** A refund of the membership fee portion may be issued.

**On or After May 1:** The refundable portion of the membership fee will be calculated based on full unused calendar months remaining in the Outdoor Season.

Partial months are not prorated.

In all cases:

- Pickleball Canada dues are non-refundable
- Pickleball Ontario dues are non-refundable
- Third-party credit card processing fees are non-refundable

Shoe tags issued as part of membership remain the property of MPC.

Where a refund is approved, the member must return their issued shoe tag prior to the release of any refund. Refunds will not be processed until the shoe tag has been returned.

Indoor programs and drop-in sessions are separate from outdoor membership and do not affect refund eligibility or calculations.

#### 5. Membership Restrictions & Conduct



Memberships are:

- Individual and non-transferable
- Not shareable
- Not eligible for pause or freeze

No refund will be issued in cases of suspension or termination for misconduct or violation of club policies.

## **6. Payment & Disputes**

By purchasing a membership, members authorize MPC to charge the selected payment method for the full membership amount.

Members agree to contact the club directly regarding any billing concerns prior to initiating a payment dispute.

## **7. Cancellation Procedure**

All refund or cancellation requests must be submitted in writing via email to [info@markhampickleballclub.ca](mailto:info@markhampickleballclub.ca) and must include the member's full name and membership details.

Verbal requests, text messages, or social media messages will not be accepted as formal notice.

For proration purposes, the effective date of notice will be the date written communication is received.

## **8. Membership Changes (Upgrades & Downgrades)**

Membership downgrades are not permitted during the active membership term and are not eligible for refund, credit, or adjustment.



Members may request an upgrade to a higher membership category. Approved upgrades will require payment of the applicable fee difference between membership categories at the time of the upgrade.

Bronze memberships remain non-refundable; however, they are eligible for upgrade to a higher membership category subject to payment of the applicable fee difference.

All membership change requests are subject to administrative processing requirements.

## **9. Policy Authority**

MPC reserves the right to interpret, apply, and modify this policy at any time.

Last Updated: February 09, 2026