

Oak Ridge Rowing Association - Frequently Asked Questions about Financial Policies

Last updated: January 14, 2023

PAYMENT POLICY

All invoices are due upon receipt. The bookkeeper is available via email or phone to answer questions about your account or to take payments by credit card during the following hours:

Monday thru Friday - 5:30PM to 8:30PM
Saturday and Sunday - after 10AM

Payments by check can be dropped off in the payment box, located next to the boathouse office, or mailed to:

ORRA
697 Melton Lake Drive
Oak Ridge, TN 37830

Bookkeeper email: accounts@orra.org

PAYMENT PLAN POLICY

In order to support ORRA activities, our members need to stay current with their fees, which are used in supporting the boathouse, our staff, and programs, and which give you, as a member, access to club rowing programs, resources and events.

To that end, the bookkeeper can establish a payment plan, if needed, with the family and the account will note the arrangements agreed to. Ideally an account is paid in full before the end of the season. To arrange a payment plan please contact the bookkeeper at accounts@orra.org.

As long as the payment plan is adhered to, it will keep the participant on the water and the account safe from any further action. Please immediately contact the bookkeeper if there is a problem with a future payment(s) or if there will be a delay in the payment arrangements previously established.

REFUND POLICY

The following refund policies apply to ORRA Memberships, Youth and Adult coached programs, and shell storage:

- The first week of any Youth or Adult coached programming season may include a "trial period". If you withdraw (in writing/email) from a program before it begins or in the first week, you will receive a full refund. If you withdraw in the second or subsequent week, there will be no refund.

- Significant changes of status, which may include moving from the area, injuries that preclude rowing, or prolonged illnesses will be dealt with on a case by case basis by the Board of Directors. A request, submitted in writing or via email, must be made to the Board for a review and determination by the Board. Credits may be given towards future programs under special circumstances.

Email for withdrawals - accounts@orra.org (all) and jbaker@orra.org (coached programs)

PRORATE POLICY

There are no reduced or prorated fees for athletes that join a season during the first 30 days of that program's season. An athlete that begins a specific coached program or changes coached programs more than 30 days into a specific season may request, through the Program Director, prorated fees for that season. The request must include the date the athlete started the program and how many weeks remain in the program. The bookkeeper will calculate the prorated fee and apply it to the registered athlete's account.

REGISTRATION POLICY

All returning athletes must register via our registration portal *RegattaCentral.com* before starting a new program session. New athletes have 7 days after the first practice session of a particular season to register. Failure to register will preclude the athlete from participating on the water with the program and, after 10 days, the athlete will no longer be allowed to participate in the program.