

**ADMINISTRATIVE GUIDE
ON THE LIFESAVING SOCIETY
PROGRAMS AND SERVICES
&
MEMBERSHIP CONTRACT**

SAUVETAGE SECOURISME NAUTISME ÉDUCATION NATATION

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INTRODUCTION

The Lifesaving Society is a non-profit organization whose mission is to encourage safe aquatic and nautical activities to prevent drowning.

A leader in lifeguarding and emergency response, the Lifesaving Society wields its authority as an expert by granting its programs, activities, and services to be made available to Québec's aquatic and nautical communities.

The purpose of the Lifesaving Society's administrative policy on offering programs and services is to specify the procedures and standards to be followed by organizations wishing to offer our corporation's programs or services.

This policy may be modified from time to time to reflect market realities and changes in the environment.

The Lifesaving Society will communicate these modifications to its affiliated members at least six months before they come into effect.

1. GENERAL PROVISIONS

Only affiliated members **in good standing** can offer the Lifesaving Society's programs.

In accordance with the [Lifesaving Society's General Regulations](#):

Affiliate members are legal entities, governmental, paragovernmental and peligovernmental organisations interested in the objectives and activities of the corporation that have paid the affiliate membership fee set by the corporation and whose application has been accepted by the corporation.

Individual affiliate members are individuals interested in the objectives of the corporation who have paid the affiliate membership fee set by the corporation and whose application has been accepted by the corporation. Affiliate members must act on their own behalf and have proof of insurance protecting their candidates during activities related to the Lifesaving Society.

The Lifesaving Society, through its own insurance policies, is required to verify that all its clients (affiliated members) have civil liability insurance covering participants and the activities included in our service offering, namely swimming, first aid, lifesaving, and nautical rescue.

The Lifesaving Society does not provide liability insurance to affiliated members nor to instructors hired by them to deliver its programs. It is the responsibility of the affiliated members to take out such insurance to cover the risk of accidents that may occur during classes and to cover the instructors who deliver them. However, it does insure volunteers who evaluate certification exams on its behalf.

This affiliate member must operate in a specific location. Any change of location must be approved in advance by the corporation.

Members must renew their membership each year and pay the membership fees within the specified time frame (see section 6).

It is important to note that the Lifesaving Society will not process any exam sheets or orders from affiliate members whose files are incomplete

1. Signed contract
2. Up-to-date proof of insurance
3. Paid membership fee

The Lifesaving Society may, if necessary, conduct courtesy visits to its affiliated members to verify compliance with its standards and procedures. Members will be informed in advance of these

visits, whose dates must be agreed upon by both parties. The Lifesaving Society will also conduct quality control of the services provided through surveys.

2. RIGHTS

Affiliate members enjoy the following rights:

- Participate in the annual general meeting of members;
- Vote at the annual general meeting of members, as provided for in the general regulations of the Lifesaving Society;
- Nominate candidates for election to the corporation's board of directors, as provided for in the general regulations of the Lifesaving Society.

3. OBLIGATIONS

Affiliate members agree to uphold the brand image and comply with the policies, regulations, and procedures of the Lifesaving Society, which can be found in the Administration & Toolbox section of your dashboard. They also agree to conduct themselves in accordance with the principles outlined in the Program Guide and other procedures, and to refrain from any behaviour that could harm the Society.

If administrative changes occur during the year, the affiliate member must notify the Lifesaving Society as soon as possible. In the event of a change in affiliation during the year, additional fees may apply (e.g., addition of a program or facility).

In accordance with the Act respecting the protection of personal information in the private sector (Bill 25), affiliated members must obtain the explicit, free, and informed consent of their clients before transmitting their personal information to a third party. For candidates under the age of 14, the written consent of a parent or legal guardian is required before any personal information is collected, used, or transmitted.

4. SUSPENSION AND REVOCATION OF AFFILIATE MEMBERSHIP

The Lifesaving Society may suspend the affiliate membership of an organization or individual for the following reasons:

- Failure to comply with the terms of this policy, or
- Failure to comply with any of the mandatory standards and policies described in the Programs Guide, or
- If they contravene two or more standards requiring prompt correction.

The Lifesaving Society may revoke an organization's or individual's affiliate membership for the following reasons:

- If, following a suspension of his affiliate membership, they have contravened more than two standards requiring prompt correction, with the exception of mandatory standards;
- If the member fails to correct, within the prescribed time limit, the faults pointed out in the notice of the suspension of membership;
- If the member fails to provide the Lifesaving Society, within the prescribed time limit, with documents attesting to the fact that the member has corrected the faults identified in the notice of the suspension of membership;
- If the member produces false documents;
- If, in the management of its programs or in its conduct, the member damages the credibility and reputation of the Lifesaving Society.

Before declaring the suspension or revocation of an affiliate member, the Lifesaving Society must, by registered mail, notify the member of the place, date and time of the hearing of their case, inform them of the faults which they are accused of and allow them to be heard. The Lifesaving Society's decision is final and without appeal.

An organization or individual whose affiliate membership is suspended or revoked may not offer Lifesaving Society courses and programs and forfeits all rights and privileges.

The suspension or revocation of an affiliate member does not release it from its obligations to the Lifesaving Society.

5. AFFILIATION PROCEDURE FOLLOWING REVOCATION

An organization or individual whose affiliate membership has been revoked and who wishes to rejoin may, after a period of two years following the revocation, submit a written request to the Lifesaving Society. The organization or individual must then demonstrate that it has corrected the causes that led to the revocation.

The Lifesaving Society will study the request and decide whether to proceed. It will communicate its decision in writing to the organization or individual within 30 days of receipt of the request.

6. ADMINISTRATIVE OBLIGATIONS

Invoice payment terms

Whether paying membership fees, licence fees, or other purchases, members must pay their invoices within 30 days. Payment can be made by bank deposit, cheque or credit card.

Affiliate members who wish to pay an invoice by bank deposit must ensure that they follow the established procedure, i.e., send a detailed payment notice to avoid payment errors.

Affiliate members who wish to pay an invoice by cheque may do so by sending the cheque to Société de sauvetage or Service national des sauveteurs.

Affiliate members who wish to pay an invoice by credit card may do so by calling a member of customer service.

Exam registration fees

Fees are charged for all registered candidates, regardless of their results, including candidates awaiting results.

Each exam is processed individually, and no discounts will be applied for combined exams.

Late fees according to the current price list will be charged if the exam is not submitted within the required time frame, i.e. 14 days after the examination (Programs Guide, section 2).

Purchase orders

By subscribing to the Lifesaving Society's service offering, the affiliated member must order the mandatory reference manuals for each candidate before the start of training.

For the swimming program, only affiliated members registered with the Swim for Life program can offer the reward system to participants. Accessories must be ordered from the Lifesaving Society. This system is mandatory if the Planitou platform is not used.

Purchase orders are placed using the order forms available on the affiliated members' dashboard, and payment must be made in accordance with the invoice payment terms mentioned above.

Delivery and collection times

Delivery: Allow 3 to 7 working days for most deliveries and 5 to 12 working days for deliveries to remote areas.

Collection: Allow 2 working days for orders to be collected in person from the Lifesaving Society offices.

Rush orders: A fee of 10% of the total order price before taxes will be charged to the affiliated member for any rush order. A rush order will be shipped or ready for collection no later than 24 hours after receipt of the order form on business days.

Example: If an order is placed on Sunday at noon, the order will be received by the Lifesaving Society on the next business day at 9 a.m. and will be shipped or ready for pickup no later than 24 hours later, i.e., on Tuesday at 9 a.m.

Transportation or handling fees (for pick-ups) will be charged according to the current price list for each order.

Handling fees will replace transportation fees if you use your own transportation service.

Refunds or exchanges

The Lifesaving Society will only exchange or refund orders in the following situations:

- Receipt of equipment or manuals that have been damaged in transit (supporting photographs required);
- Receipt of equipment or manuals with printing defects;
- Error made by the Lifesaving Society in the order.

7. REFUND

The Lifesaving Society complies with and applies the provisions of the Consumer Protection Act relating to the terms and conditions for reimbursement of services.

AFFILIATE MEMBER AGREEMENT

BETWEEN:

LIFESAVING SOCIETY

AND

AFFILIATE NAME

As an affiliate member of the Lifesaving Society, the organization agrees to:

- ☐ Meet the terms and requirements for the type of membership chosen;
- ☐ Comply with the Lifesaving Society's Programs Guide, available on the Dashboard;
- ☐ Order the necessary equipment when required for the following programs:
 - Lifesaving training
 - First aid training
 - Swim for Life Program (crests and/or stickers)
- ☐ Comply with the Lifesaving Society's brand identity guidelines.
- ☐ Submit exam results for trainings leading to a certification as specified in the Programs Guide.

Are you a member of the Planitou platform?

- ☐ YES
- ☐ NO

Signature

Date

Print name and surname