

Westerville Crew – Safety Manual

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NOTE: Some sections of the manual are in effect for 2021 in an advisory manner to evaluate the accuracy and effectiveness of those sections. They are marked with **Red**.

I. Introduction

A. Manual Purpose

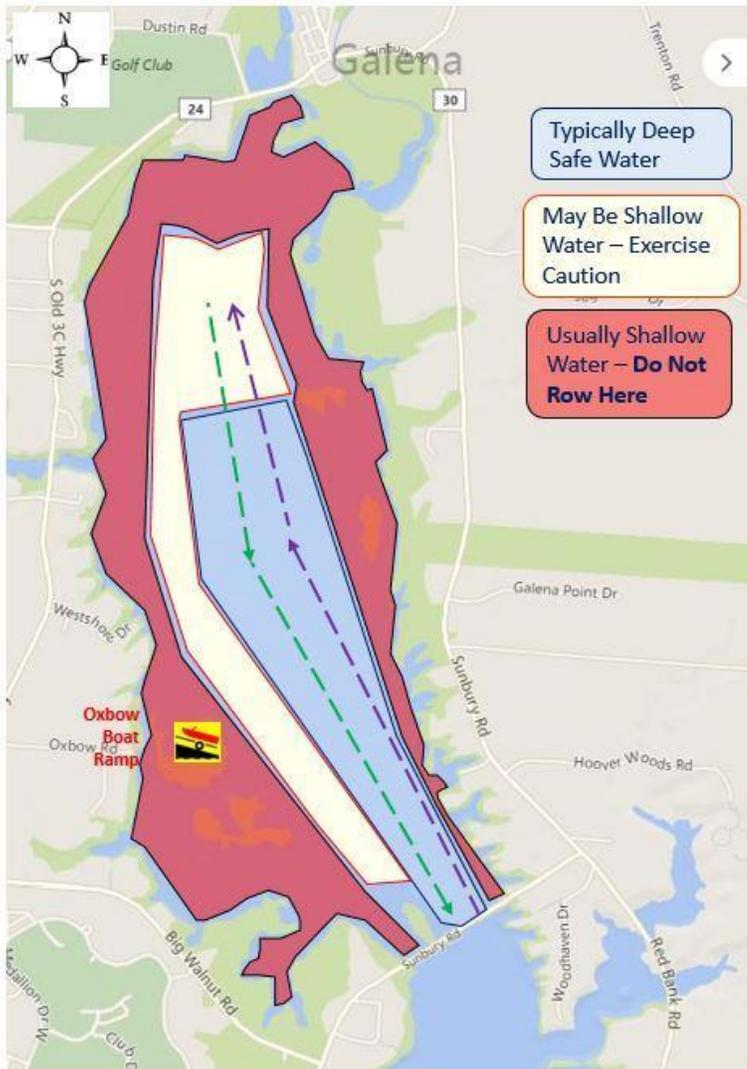
Westerville Crew has been rowing on Hoover Reservoir for over 20 years, sharing the waterway with fishermen, private boaters, canoes/kayaks, paddleboards etc. To ensure a safe environment for the members of the team as well as the other users of the reservoir, this safety manual has been created. The manual provides guidance on a number of situations that occur daily in the operations of a rowing organization which members, coaches and guests can expect to encounter.

B. Scope and Applicability

The rules in this manual are mandatory for all members of Westerville Crew, guests of members, visiting clubs, partner clubs or anyone using Westerville Crew equipment/private equipment stored at our facilities.

II. Hoover Reservoir Landmarks and other Site Information

C. Navigation Maps



Emergency Coverage – Hoover Reservoir – 9-1-1

NOTE: You will be connected via cell phone to either Franklin or Delaware county 911 depending on what part of the reservoir you are in at the time.

Genoa Township Fire - Emergency: 911 - Phone: (614) 568-2040
Genoa Township has jurisdiction over Hoover Water NORTH of County Line/Smothers Road Bridge.

City of Westerville Fire - Emergency: 911 - Phone (614) 901-6600
Westerville has jurisdiction over Hoover Water South of County Line/Smothers Road Bridge.

Columbus Watershed – (614) 645-1721 7600 Sunbury Road, Westerville

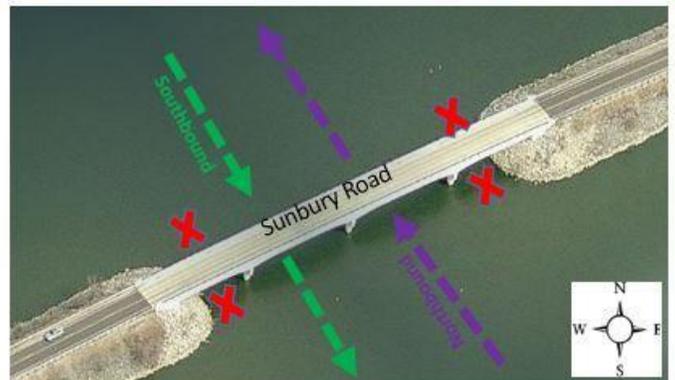
ODNR - (614) 644-3925 - 1500 Dublin Road, Columbus, Ohio 43215

Hoover Reservoir North Bay Traffic Pattern

In general the team often rows through the Sunbury Road Bridge and into the North Bay. Caution Should be noted as indicated on the map. This part of the bay can become extremely shallow, especially in the Fall season.

Right Hand Rules Applies All Boats need to Yield or Stop if in an Unsafe Situation

Approach traveling South through Sunbury Bridge – Transiting from Upper to Middle Bay

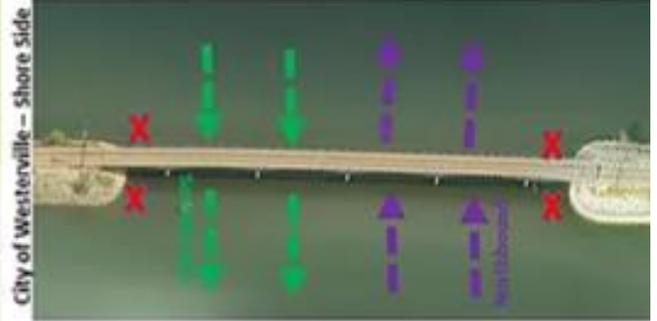


Hoover Reservoir South Bay Traffic Patterns

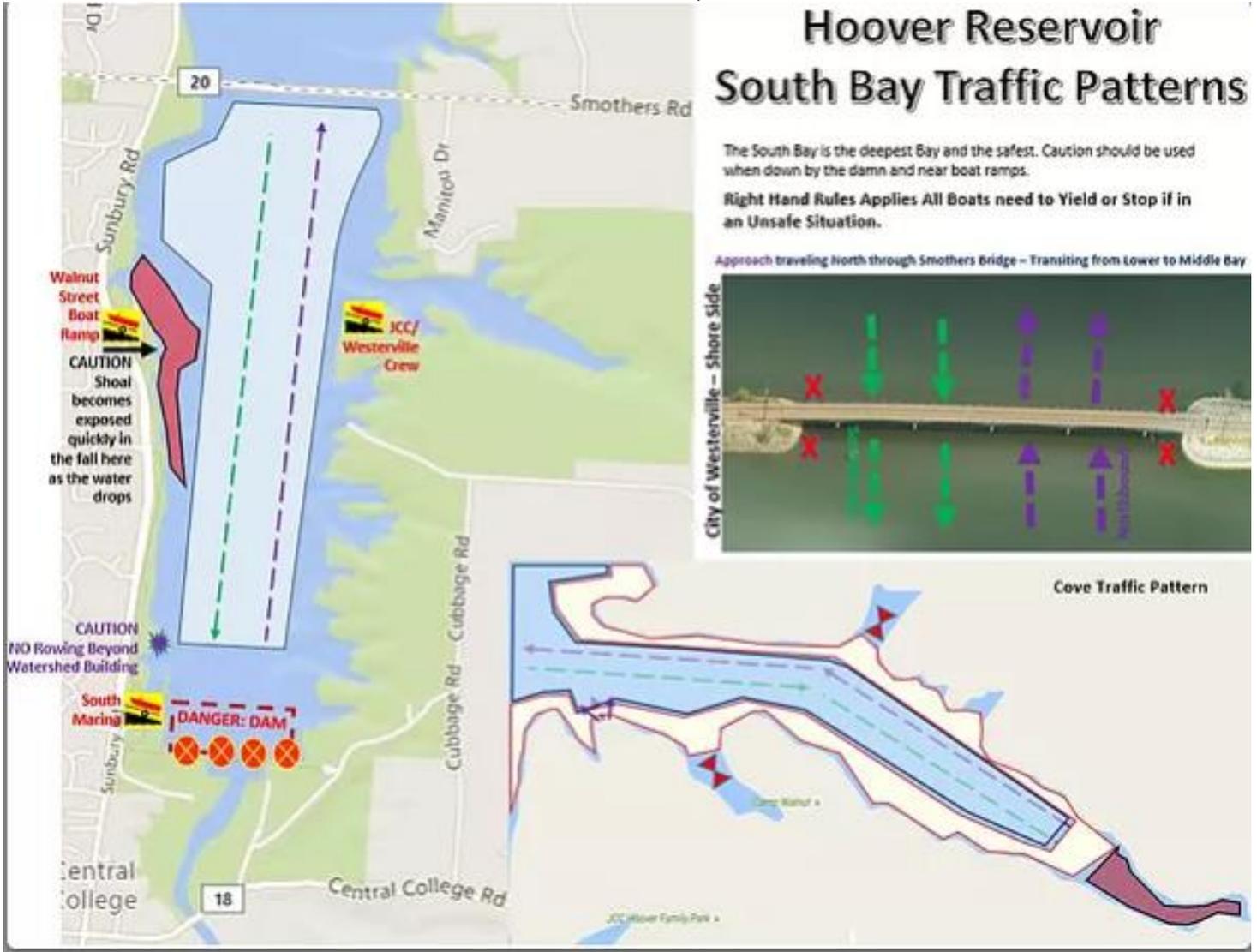
The South Bay is the deepest Bay and the safest. Caution should be used when down by the dam and near boat ramps.

Right Hand Rules Applies All Boats need to Yield or Stop if in an Unsafe Situation.

Approach traveling North through Smothers Bridge – Transiting from Lower to Middle Bay



Cove Traffic Pattern



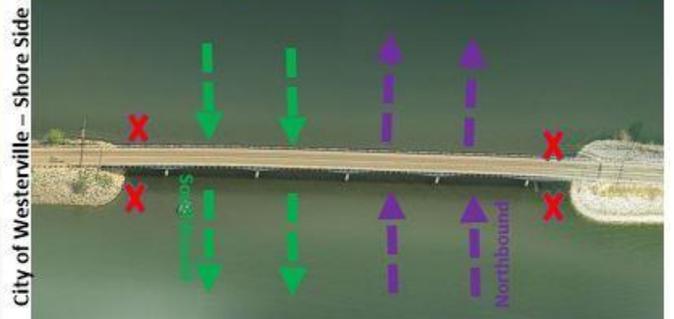
Hoover Reservoir

South Bay Traffic Patterns

The South Bay is the deepest Bay and the safest. Caution should be used when down by the damn and near boat ramps.

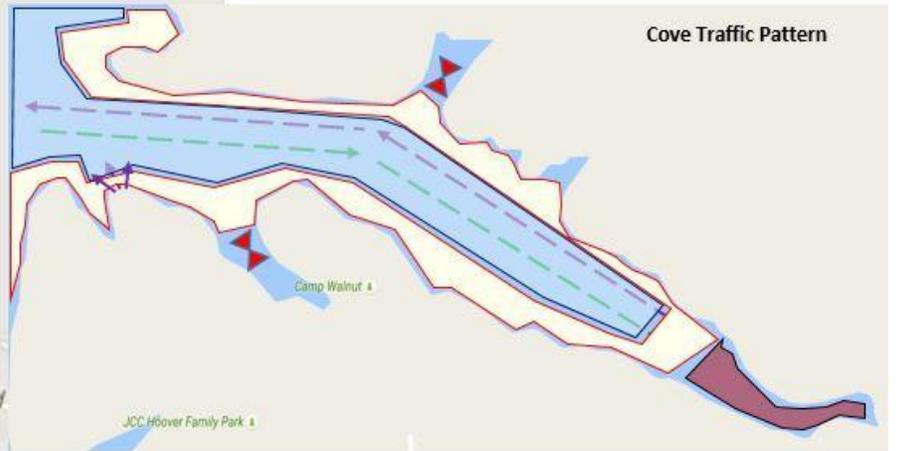
Right Hand Rules Applies All Boats need to Yield or Stop if in an Unsafe Situation.

Approach traveling North through Smothers Bridge – Transiting from Lower to Middle Bay



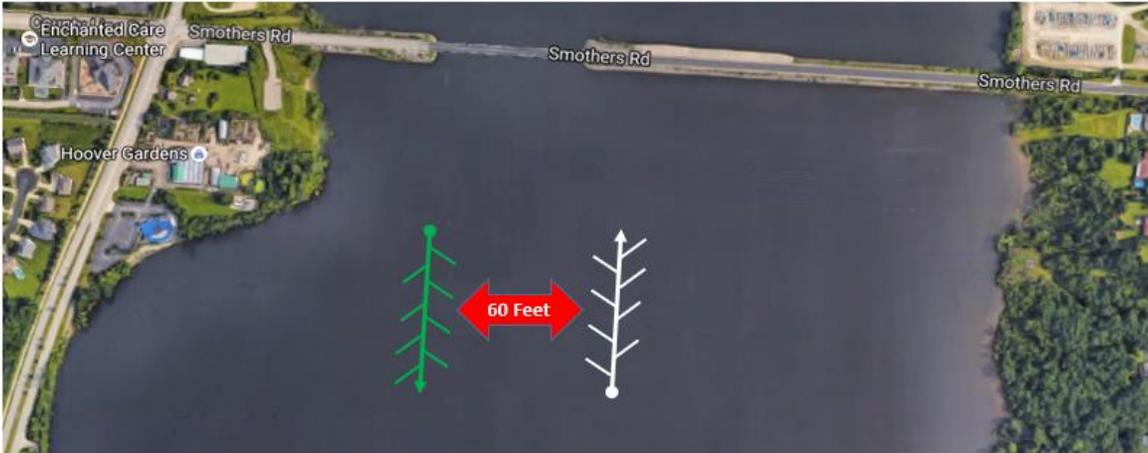
City of Westerville – Shore Side

Cove Traffic Pattern



Boat Transiting Rules

- Right Hand Rule Applies - Rowing Shells should always be steered such that they are staying to the right (in direction of travel) relative to other boats on the water. (unless directed otherwise by a coach)
- Sailboats, Paddleboards, Canoes, Kayaks have the right of way over Rowing Shells. Rowing shells have the right of way over “powered” boats such as a launch, pontoon boat, powered fishing boat. The slowest “powered” boat always has the right of way.
- **Having the right of way doesn't give a boat permission to do something unsafe.**
- When traveling North or South in Open Water, rowing shells traveling in opposite directions should maintain AT LEAST 3 “lanes” wide between each other. This is approximately 50-60 feet, or a minimum of the length of an 8+ between the boats.



- Rowing boats should steer clear of fishermen or other boats who are stationary and take caution when passing powered boats or sailboats in motion.
- Caution should be taken in known shallows
- Rowers should stay clear of paddleboards, Canoes, and other vessels when possible.

[USRowing Safety Guidelines](#) – [ODNR Boating Safety](#)

III. Rowing Operations

D. Waiver Forms

All users of Westerville Crew Facilities or equipment, including Guest Rowers, must sign a waiver prior to use. Similarly, users of privately-owned equipment used or stored at Westerville Crew Facilities must sign a waiver prior to use or storage. Guests or other non-members may not use WRC equipment without the prior express consent of the team head coach or program administrator.

E. Swim-Test

All Junior members must complete a swim test as part of their initial introduction to rowing. Proof of completion of the test must be submitted to WRC if being administered independently. The WRC Swim test consists of the following: (Jump in water over the head, swim 100 meters un-aided, tread water for 10 minutes) or will be expected to wear a US Coast Guard certified PFD (Personal Flotation Device) while on the water. All Masters members must sign a waiver and attest to the fact they can pass the USRA swim test. If a rower is unable to pass a swim test, (s)he must wear a PFD (personal flotation device) in the shell; an inflatable PFD is optional.

F. Personal Flotation Device

All Rowers are not currently required to wear a PFD when rowing. Rowers who have not passed the WRC swim test or who are not a confident swimmer should wear a pfd.

G. Communications: Radio, Whistle and Horn, and Visual

Every launch, independent shell, and Small Boat not accompanied by a launch (with exceptions noted below) must carry a noise making device, e.g. a whistle or bullhorn. Coaches accompanying Juniors must have at least one radio and cell phone per grouping of shells (a grouping consists of boats that are always within clear eyesight of the overseeing coach).

(1) Launch and Recovery Communications: The head coach of each “team segment” should audibly make an announcement on the radio when the boats they are supervising launch and when they all have safely returned to the dock.

H. Boat Sign-Out Procedures (Preliminary Rule)

All shells must be signed out in the log before launch and signed in after recovery. Procedures may be adopted for simplifying this process for multiple boats at set practice times. Our sign-out/in procedures serve multiple purposes. First, they quickly let us determine what boats are on the water—a particular concern when time is of the essence, e.g. sudden dock closure for inclement weather. Second, our procedures let us determine when no one is at the site/on the water and it should be locked up. The number of cars in the parking lot can give a false impression that Participants are at the site. Third, our sign-in procedures help us organize equipment.

I. An 8 Rowing with Only 6 Participants

An 8 with fewer than eight (but no fewer than 6) rowers may row as long as it is accompanied by a coaching launch. The bow and stern pairs of the 8 must be filled.

J. Classifications of Rowers

All rowers are classified according to skill, age, or other factors. Junior Rowers are classified accordingly as Novice (did not compete in a USRA sponsored junior event within the past calendar year), or Varsity (Competed in a USRA sponsored event >1 year ago). Masters rowers may also be classified as novice by the coaching staff for the purpose of event entry. Masters/Adult (post-secondary school graduates) may additionally be classified according to skill with respect to Sculling boat usage. Such classifications will be determined by the safety committee in conjunction with the coaching staff. Classifications will be used to determine eligibility to use **team equipment** in scenarios as described below in section K or the teams operating manual. Current classifications are Level 1-Novice, Level-2 Intermediate, Level-3 Advanced.

Masters/Adult Level 1- Novice sculler (Learn to scull, beginning scullers)– Must be able to swim 100 yards and tread water for 10 minutes. Must have watched the USRowing safety video. Must be a member in good standing or a guest of a member in good standing. Must always be under the supervision of a coach (in the same shell or a partner shell) or a coach in a launch. Novice Scullers may not use team equipment (i.e. A 2X) without supervision. Novice scullers are not permitted to row alone; when cold weather rules are in place; or during nighttime hours when boat lighting is required.

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Masters/Adult Level 2 - Intermediate sculler (have some sculling experience but not mastery) – An intermediate sculler must meet all novice sculler requirements. Additionally, they must have achieved intermediate certification through practical observation of designated safety committee staff or designees. Intermediate scullers are not permitted to row in team owned small boats between the conclusion of the teams fall season date and the Cincinnati Invite or April 15th whichever comes first; when cold weather rules are in place; or during nighttime hours when boat lighting is required.

Masters/Adult Level 3 - Advanced sculler (typically has many years' experience on various water/courses)– An advanced sculler must meet all the intermediate sculler requirements. Advanced scullers are typically those with many years of experience and are certified by the safety committee to have mastery of sculling to such a degree that most restrictions do not apply. They may not row in team owned small boats when cold weather rules are in place, or other times as designated by the safety committee or if the Westerville Crew site is Closed to rowing, but generally may row at all other times in line with the remainder of the rules in the safety manual.

Private Shell Owners - While rowers owning private shells may use their own equipment at their own risk unaccompanied, it is still recommended they follow the 4-oar practice (i.e. Row with a partner if in a single to have 4 oars on the water and stay within visible sight of each other). Private Shell Owners may NOT row when the WRC site is closed.

Note - Classification of experienced rowers without testing will be done at the discretion of the Program Admin/Safety Committee.

K. Rowing with/without an Accompanying Coaching/Safety Launch

Every shell must be accompanied by a Coaching/Safety launch on the water unless the shell is a Member owned Private Shell, a Small Boat being coached from the shore with visual observation, a Junior rowing with a Parent/Guardian in a private shell, or an approved independent Sculler/Rower (Level 2 or 3). All other Westerville Crew Safety rules apply at all times (such as cold-water rules etc.). While these rules provide for unsupervised rowing, it is highly discouraged. **Anyone launching from the Westerville Crew facility may only do so in accordance with team rules (regardless of whether equipment is team or privately owned.) Hours of operation of Westerville Crew are set forth by agreement between the JCC and the Westerville Crew Board and will be communicated seasonally. Rowers may only row outside of these hours if they have gotten specific approval from the head coach or Program Admin (which includes JCC approval).**

1. Member Owned or Guest Owned Shells – Over age 18 only

Member owned 1X, 2X/2- shells must row with full crews. These shells can row unaccompanied at their own risk from the Westerville Crew facility only during the structured hours of operation of Westerville Crew as set forth seasonally in the team rules. Member using private shells MUST follow the “Dock Closure and Rowing Restrictions” as set forth in section M or get explicit permission from the Program Admin.

2. Team Owned Equipment - 1X, 2X/2- shells

Master's/Adult Members

These shells must row with full crews.

Level 1 - Novice Scullers may not use team equipment (i.e. A 1X, 2X) without supervision.

Level 2- Intermediate scullers should follow the 4-oar rule, and must get permission from the WRC Team head coach/Program Admin on site on a given day as to where they are allowed to row independently with team owned equipment. This may be in the cove alone, or with a buddy boat in sight of other coaches, etc. Intermediate scullers must ALWAYS ask for permission to use team equipment prior to use.

Level 3 - Advanced scullers must still get permission from the head coach/Program Admin on site on a given day to use team equipment but are not restricted to certain parts of Hoover. They are encouraged to follow the 4-oar rule.

Junior Members – Juniors rows may only row independently with the recommendation of their segment head coach and the approval of the WRC Team Head Coach/Program Admin. On a given rowing day, a junior MUST request specific permission for that specific session. They will row ONLY where given permission and under whatever conditions are applied by the WRC Head Coach/Program admin. Failure to follow these rules will result in suspension of rowing privileges. Cold weather rules apply, and Juniors will not row in 1x or 2x/2- shells if the water temperature is below 50 degrees.

Note - Rowers in bow seat of blind boats are strongly recommended to wear a safety mirror.

3. Team Owned Equipment - 8's, 4's, 4X's

Junior Members

Members of the junior team are not allowed to row this class of boat without direct supervision.

Master's/Adult Members

These shells may not row unaccompanied without the express consent of the WRC Team head coach and Program Admin. If such permission is given, all other safety and team rules still apply.

4. Coaching from Shore

Boats may be supervised by a Coach on the shore (only in the cove), provided that a launch is immediately available at the dock in case rescue is needed. In addition, the Participants must remain in sight of the Coach on the dock at regular instances.

5. Juniors rowing with Parents/Guardians (team owned equipment)

A Junior may row in a single or double if the Junior is accompanied on the water by his or her parent or legal guardian in the same double, or in another single or double. If two unrelated Juniors are in a double, a parent or legal guardian of each Junior must be on the water with them. No more than one Junior shell can row pursuant to this provision. The parents must be a coach or level 3 certified sculler.

L. Supervision of Juniors

(Members or guests under 19 or enrolled in secondary school)

A Coach or a designated adult to supervise the Juniors must be present at all times while the Juniors are at Practice (at Westerville Crew Facilities or on Hoover Reservoir) or at a WRC event or regatta. The person providing oversight must be an adult who: 1. Be currently safe sport certified 2. Have a current and on file approved background check 3. Have passed the current Ohio Boaters Safety Course and 4. Be identified to at least the head coach and program administrator prior to supervision of juniors.

M. Dock Closure and Rowing Restrictions

1. Open Rowing Hours

Rowing is only allowed during time periods when the JCC Site and Westerville Crew Docks are considered “open”. These hours are negotiated in our contracts with the JCC and approved by the board seasonally. **Rowers may only row during time periods as designated by the head coach of their segment. Segment head coaches may only hold practice sessions outside of these hours if they have gotten specific approval from the team head coach and program administrator (which includes JCC approval).**

2. Unsafe Conditions

The Head Coach and Program Admin must agree it is safe to row on any given practice day where there are any questions regarding rowing conditions, and the same combination may make the call to close Hoover for the entire team. The coaches will collectively decide which segments of the team may practice in which parts of Hoover (Cove, South Bay, North Bay, etc. dependent on Wind direction, precipitation, etc.). In such an event, a radio call will be made (and a remind notification will be sent out on the team Remind account) and all boats currently on the water must immediately return to the dock.

Note – If the call to close the site due to weather conditions is made, it is effective for any rower launching from the JCC Facility. If a given segment has practice at a later time on the same day, they will need to get express permission from the Head Coach or Program Admin that they are allowed to row.

3. Night Operations

When shells are on the water for any length of time at Night, they must take extra precautions. Even when properly lighted, shells and launches are closer to the water and smaller than most vessels. Consequently, they may not be visible or readily recognized during non-daylight hours. To help with visibility, shells are required to attach certain lights to their shells at Night: 1. Bow Lights - All boats (including launches) must mount a red (visible from port side) and green (visible from starboard side) light on their bows. Bow lights must conform to the requirements of the Ohio Administrative Code and the Rules of Inland Navigation (e.g. strobing lights are not permitted). 2. Stern Lights - All boats (including launches) except single sculls must mount a white light on their sterns. Launches must position and elevate the stern light to be visible from all angles.

4. Foul Weather

Rowing when there is lightning or thunder in the area is extremely dangerous. Because of this, the following rules apply: 1. Crews are not permitted to go on the water when lightning or thunder is present. 2. Crews must wait 20 minutes after the last visible lightning before launching or have the express consent of both the Program Admin and head coach to launch in a shorter amount of time. Shells caught in a thunderstorm should seek shelter from the lightning under a bridge until the storm has passed if unable to make it back to the dock and off the water. Note – Thunder can often be heard from a far distance, even when a storm is not tracking towards our facility, therefore the program admin and head coach will make calls when there is a question about safety.

Wake/Wind is also a concern at Hoover. Wind normally comes from the northwest side of the reservoir. Rowing is **prohibited** on Hoover proper when there are whitecaps, or when rolling waves are consistently above or into the riggers of the respective boat class. Rowing is also **prohibited** when the ambient wind speed exceeds 15 mph. When wind is between 10-15 mph, a determination will be made on which segments may row, if any, by the head coach in consultation with the Program Admin. Rowing is permitted in the Cove when wind direction is below these thresholds and the launch/recovery pattern allows crews to safely launch and recover directly into the cove.

5. Cold Water Rowing

Because of the dangers of hypothermia from cold water, rowing is restricted during periods when the water temperature is too cold. Heat loss is 25 times faster in water than in air. Therefore, a Participant who falls out of a shell or off a launch into cold water can become hypothermic very fast. If unable to get out of the water, the Participant should get on top of the boat. The lower the water temperature, the more quickly the loss of the ability to move. Water Temperature Time to Incapacity: 50 °F 20 minutes, 40 °F 10 minutes, 33 °F 4 minutes. For purposes of the Safety Manual, water temperature is determined based upon a consistent reading in the reservoir taken at the Westerville Crew docks.

Cold Weather Rules are in place anytime the conditions within the chart below occur (most usually anytime the water temperature is 50 degrees or below). Additionally, the Water/Air Temperature requirements below are in effect.

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Water Temperature	Juniors	Masters
>50 degrees for 3 or more consecutive days	Cold Weather Restrictions do not apply	
41-50 degrees	Junior Rowing in 4+/4X/8+ allowed. One coach w/launch per 3 boats is required, 2 recommended.	Team Owned Shells: Masters Rowing in 4+/4X/8+ is allowed. One coach per 3 boats is required. 1x/2x allowed for level 2 or higher certified (no novices) in cove only with direct oversight of a coach.
	No junior 1X/2X, 2- allowed unless coach to shell ratio is 1:2 AND with the permission of the head coach.	Private Owned Shells: Rowers who are certified Level 2 or 3 using private equipment may row at their own risk but must follow all other safety rules outlined in this manual.
40 degrees or less	No Junior Rowing is allowed. No Masters rowing (including private shells) is allowed without the express permission of a head coach AND the Program Admin.	

And

Water and Air Temperature	Juniors	Masters
Combined Temperature less than 90 degrees (water + Air Wind Chill)	No rowing (including private shells) is allowed without the express permission of the head coach AND the Program Admin.	

Under the cold weather rules:

- a. Launches must have a working cell phone and a radio for emergencies.
- b. Shells and their accompanying launch must maintain **AUDIBLE AND VISUAL** contact, and
- c. All team owned shells must be accompanied by a launch. The number of shells a launch may accompany is reduced during cold weather rowing.

N. Emergency Procedures

1. Emergency Assistance

Emergency Coverage – HOOVER – 9-1-1-

Note: You will be connected vi cell phone to either Franklin or Delaware County 911 depending on what part of the reservoir you are in at the time.

Genoa Township Fire: 614-568-2040

Genoa has jurisdiction over Hoover Water NORTH of the County Line/Smothers bridge (by the JCC).

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City of Westerville Fire: 614-901-6600

Westerville has jurisdiction over Hoover Water SOUTH of County Line/Smothers bridge.

Columbus Watershed – 614-645-1721

2. **Person Overboard**

The Coach should approach the swimmer, stop the launch, and either turn the engine off or put it in neutral. If possible, the swimmer should be pulled out of the water and returned to the shell, if desired. If many rowers are in the water, the Coach should distribute PFD's as required, rescue the rowers, and shuttle them to the nearest shore. If possible, the Coach should avoid overloading the launch. If the situation permits, the Coach may instruct the rowers in the water to hold onto the side of the launch and proceed slowly to shore.

The Crew must weigh enough. In an 8 or 4, the stern rower opposite the side of the swimmer must remove his/her oar from the oarlock and slide it to the swimmer. The swimmer must then lie across the oar, remaining close to the shell. Another rower may, if necessary, enter the water to assist the swimmer. If there is no launch immediately available, the swimmer can climb back into the shell or be escorted or towed to shore. If the swimmer cannot get into the shell, (s)he should hang onto a rigger or the gunwale, or lay on top of the stern section and be towed to shore.

A Participant should never leave a floating boat, regardless of being a strong swimmer. Even if a swamped boat is within possible swimming distance from the shore, the Participant should not strike out for shore. Instead, the Participant should swim the boat to shore.

O. Incident Reports

An incident report is a form that is filled out after an unwanted event occurs, such as a collision between two shells. The report preserves the exact event details while they are fresh in the minds of those involved. That information is useful in determining, for example, culpability for the incident. More broadly, incident reports guide us in creating safe processes to prevent future incidents.

An incident report **must** be filed whenever any of the following occurs:

1. Physical Injury (beyond simple cuts and scrapes)
2. Significant (i.e. greater than a lost skeg) damage to equipment
3. A participant goes in the water for other than a swim test
4. An oar of shell touches a commercial or pleasure vessel or boat navigating the waterway
5. Any instance when 911 or a government official is contacted relative to team activities

A. Team Reporting

Reporting must indicate what happened, where it happened, any injury suffered, and other pertinent details. Incident reports will be reviewed with the head coach and Program Admin so that feedback, training etc. can be provided. Regular reporting will be provided to the WRC Board.

B. USRowing Reporting

Safety incidents must be reported to USRowing in accordance with registered regatta and other water safety incident reporting requirements as applicable.

C. Safesport Reporting

In accordance with USRA rules, as of 2015, WRC adopted the Safe Sport program. Refer to the WRC Athlete Safety Manual for further guidance on Safesport reporting requirements. Members and staff are required to contact law enforcement if they suspect or are aware of a violation of law.

P. Launch Use

1. Capacity

The size of the launch dictates how many people can safely be aboard. Notwithstanding a rescue operation, launches must not be overloaded beyond their maximum capacities. Westerville Crew and affiliates own two sizes of launches that are available for Member Organization use:

“Skinny” 14 to 16-foot launch – 2 to 3 maximum person capacity

Larger 14 to 16-foot launch – 3 to 4 maximum person capacity (with 15hp motor). NOTE – the ideal number of people in a given launch is 2 and no more. This enables one to drive and the other to assist in a rescue scenario. While it is understood that coaches often have “spare” rowers, any being taken on the water should be spread out evenly amongst launches when possible or left on land.

Launches are unable to rescue athletes during an emergency when overloaded.

2. Required Equipment

- Bow and Stern Lights (if being used after dark)
- Megaphone
- Radio/ Cell Phone – all coaches should have a cell phone with them while coaching on the water. At least one coach per team segment should have a long-range radio.
- Bailer
- Paddle
- Black Bin (containing 8 throwable PFD’s)
- 8 Space Blankets
- First Aid Kit
- One Throw Rope
- Tow Rope with Carabiner

3. Operation

a. Stay with the shell - When a shell requires accompaniment by a launch, both must stay within hailing distance of each other. The shell must not row or be out of sight of the launch. Coaches must be able to signal or call a crew and they must be able to hear and respond with a raised hand.

b. The Coach should position the launch to check the water ahead for debris and other traffic. The best position for a launch is abeam (perpendicular to) and in some cases ahead of the lead shell and on the outside of turns, provided the launch is not waking trailing shells.

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c. Wake, the path of moving waves a boat leaves behind it, is a byproduct of moving boats. Wake from a launch can damage docked pleasure boats by thrusting them against their moorings. It can also rock, swamp, or capsize other shells. Wake is difficult for crews to row through, even after a boat has passed because it reflects between the bulkheads for several minutes. Coaches should minimize launch wake at all times while navigating the river. When approaching or passing other rowing shells, Coaches must reduce speed and proceed at minimum wake.

Q. Rules Enforcement and Applicability

All users of Westerville Crew Facilities and Westerville Crew or privately-owned equipment are expected to treat the Rowing Site premises, equipment, and other users in a responsible and considerate manner. Participants behaving in an unsafe manner will be removed from and not allowed to return to Westerville Crew and JCC Facilities. Westerville Crew does not accept responsibility for any consequence arising from anyone acting in disregard of the Safety Manual. Sponsors are responsible for the conduct of Guest Rowers. Certain conduct is permanently prohibited without exception at Westerville Crew facilities: 1. Use or removal of WRC, or a Participant's equipment or property without prior permission; 2. Smoking; 3. Firearms; 4. Excessive noise, foul language, and discourteous behavior; and 5. Running inside the boatyard, on the docks, and in the area where shells are transported to/from the boat racks.

A. Exceptions to These Rules - Exceptions to the cold weather or any other rules within this policy will be reviewed on a case by case basis. Exceptions must be approved by the Program Admin. Additionally, exceptions must be approved by the head coach of the segment involved and the board member serving on the safety committee must be notified. Approved exceptions will likely carry additional requirements from a supervision, coverage and safety perspective and must be agreed to for the exception to be approved.

B. Code of Conduct – Westerville Crew has an Member Code of Conduct. All members and guests are expected to abide by the Code. Violations will be handled by the appropriate board, subcommittee or designee. Violations of the safety manual area considered Code violations.

C. Other Laws and Regulations

Anyone utilizing Westerville Crew Facilities and equipment is expected to follow all applicable federal, state, and local laws, ordinances, regulations, and rules. Westerville Crew does not assume responsibility for those not obeying the law. Safety-Certified Participants must know and obey the Rules of Inland Navigation enacted by the U.S. Coast Guard, the laws governing the operation of boats enacted by the Ohio General Assembly, and the regulations promulgated by the Ohio Department of Natural Resources or the City of Columbus relative to Hoover Reservoir.

D. Violations and Appeals

The Safety Committee/Program Admin or any coach of the team deal with breaches of the Safety Manual. Failure to comply with the Safety Manual or other applicable rules or laws may result in partial or complete loss of participation privileges for a Member or Guest. Violations may also result in the restriction or suspension of use of Westerville Crew Facilities or equipment, or of privately

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owned equipment used or stored at Westerville Crew Facilities. Fees, dues, assessments, or the like may or may not be refunded.

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