

## Cancellation & Withdrawal Information

We understand that there are times when cancellation of a class is necessary, and we try to accommodate all requests for a refund. Please see the table below for refund terms and amounts:

Reason	You Will Receive	Notes
Activity Cancellation	<ul style="list-style-type: none"> <li>a full credit or refund</li> </ul>	<ul style="list-style-type: none"> <li>We may cancel an activity due to low enrolment or unforeseen circumstances</li> <li>Every effort is made to accommodate the participants in another activity, but if not possible, a refund will be issued</li> </ul>
Medical	<ul style="list-style-type: none"> <li>a pro-rated refund, less administration fee of \$35.00</li> </ul>	<ul style="list-style-type: none"> <li>a medical certificate (doctor's note) is required</li> <li>Request must be made before mid-point of activity/camp</li> </ul>
Activity Withdrawal 2 weeks before activity starts	<ul style="list-style-type: none"> <li>A full refund, less administration fee of \$35.00</li> </ul>	<ul style="list-style-type: none"> <li>Requests must be made a minimum of 2 weeks before the scheduled start of an activity</li> </ul>
Activity Withdrawal less than 2 weeks before activity starts	<ul style="list-style-type: none"> <li>A 50% refund, less administration fee of \$35.00</li> </ul>	<ul style="list-style-type: none"> <li>Notification of withdrawal must be made at least 2 weeks before activity is scheduled to begin for full refund</li> </ul>
Activity withdrawal after activity starts	<ul style="list-style-type: none"> <li>Sorry, no refund</li> </ul>	<ul style="list-style-type: none"> <li>Once an activity has started, even with no attendance, a refund will not be issued</li> </ul>

**Please note:**

*All requests for a refund must be made in writing and be accompanied by the original receipt. Non-attendance does not constitute notice of withdrawal.*

**Missed Classes:** In the event that a participant is unable to attend a class(es), we regret that make-up class(es), refunds or credits cannot be offered.

**Payment:** Full payment of activity fees must be made at the time of registration. Payment by cash, cheque or money order are acceptable methods of payment for all activities.

**Health and Safety:** We reserve the right to ensure the health and well-being of all participants. Participants will be sent home, if there is infectious illness identified that may pose a risk to either staff or participants.

**Waiver of Liability:** We shall not be liable, either directly or indirectly, for any claims, or any damages, costs and expenses, including but not limited to personal injury, property damage or lost or stolen property, arising from or connected with participation in any activity contemplated by a registration, whether or not such injury, damage or loss occurred as a result of any negligence, negligent misrepresentation, breach of statutory duty, breach of the Occupiers' Liability Act and/or breach of contract on the part of the organization.

**Inclement Weather:** In the event of inclement weather we will make every effort to add an additional class at a later date to make up for the missed class.