

## Cancellation & Withdrawal Policy

Cancellation/ Withdrawal	You Will Receive	Notes
Cancellation	<ul style="list-style-type: none"> <li>A full refund</li> </ul>	<ul style="list-style-type: none"> <li>We may cancel an activity due to low enrolment or unforeseen circumstances.</li> </ul>
Withdrawal 2 weeks before activity starts	<ul style="list-style-type: none"> <li>A full refund, less administration fee of 10%</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>
Withdrawal less than 2 weeks before activity starts	<ul style="list-style-type: none"> <li>A 50% refund, less administration fee of 10%</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>
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>

### Cancellation Policy Specific to COVID-19

**Due to the unpredictable nature of the COVID-19 pandemic, a penalty-free cancellation and a 100% refund of fees will be provided if required.**

- If a participant is showing symptoms of Covid-19 and we are notified before the start of program, a 100% refund will be given
- If a participant is showing symptoms of Covid-19 and we are notified during the scheduled week of program, we will provide a pro-rated refund based on the number of days attended in the week.

**Please note:**

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

**Payment:** Full payment of activity fees must be made at the time of registration. Payment by debit, credit and PayPal are acceptable methods of payment for all activities.

**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.

**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.