



Refund, Withdrawal and Transfer Guidelines

We encourage customers to contact the Registration Call Centre Monday to Friday from 8:30 a.m. - 5:30 p.m. to receive a refund, or to withdraw or transfer from a class.

Customers may choose to contact the facility offering the class if withdrawing outside of Registration Call Centre hours. **Please note: refunds, withdrawals and transfers cannot be processed online.**

Seasonal Classes

Unless otherwise specified,

- If notice is given prior to the beginning of the **third session of the course**, a refund, less classes taken, will be provided.
- If notice is given **after** the beginning of the third session, **no refund** will be given.

Private/Semi Private Lessons (Music, Aquatics and Skating), Aquatic Leadership Courses

- If notice is given **72 hours** prior to the start of the course, a full refund will be given.
- If refund request is received **less than 72 hours** prior to the start of the course, **no refund** will be given.

Short Programs (1 week or less), Camps, Workshops, Out Trips and Special Events

Unless otherwise specified,

- If **less than one week's** notice is given, **50%** of the fee will be refunded.
- If notice is given on or after the start date of the program, **no refund** will be given.
- Transfers will be allowed with 72 hours notice prior to the start date of the program.

Please note: Some courses and out trips may have a no-refund policy for items such as art supplies, or tickets for events.