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.