

Program Registration Payment and Refund Policy & Procedure

This policy and procedure applies when registration fees are collected for all Community Services Programs.

Payment

- Payment must be made at the time of registration
- Cash, Visa, MasterCard, debit and cheques are accepted. A charge will be applied to all “non-sufficient funds” cheques
- For all summer Children & Youth Programs, post-dated cheques are to be dated in correspondence with “Post-dated Payment Option” listed below
- For Out of School Club, payments will be processed toward the end of each month

Refunds

- A full refund will be issued in the event a program has been cancelled
- Refunds will not be issued for refund requests received after the second class of a program, unless for a medical reason
- Non-attendance does not constitute notice of withdrawal
- If you withdraw from a program a \$10 administration fee will be applied. The remaining balance can be left on your account as a credit for future use or refunded for an additional \$10 refund fee
- If you withdraw from a program without providing 5 business days’ notice prior to the start you will not be eligible for a refund or credit; unless the withdrawal is due to a medical reason
- Refunds for medical circumstances must be accompanied by a doctor’s note
- Approved medical refunds will be prorated based on the time the refund was requested

Post-dated Payment Option for Children & Youth Summer Programs

- Credit cards will be processed monthly on the 15th of June and July
- Cheques will be processed on the 1st of July & August