

FCSS Summer Children & Youth Program Registration Policy

This policy and procedure applies when registration fees are collected for summer, Children & Youth Programs offered by the FCSS & Social Programs department.

Purpose

This policy provides guidance to the registration, payment and refund processes for the Summer Fun day-camp, Specialty Camp and Youth Camp programs.

Definitions

For the purposes of this document:

A **legal guardian** is a parent or other individual, who has legal documentation naming them as a guardian and is responsible for the wellbeing of a minor who is 17 years of age or younger.

A **resident** is defined as someone who has a physical, primary residence in Banff where they live the majority of the time. A person can only have one *primary* residence at any given time- which is the legal address listed for income tax returns, voter registration or Canadian Census.

Registration of Minors

- Participants who are 17 years of age or younger on the program start date, may only be registered by their legal guardian

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
- Post-dated cheques are to be dated in correspondence with “Post-dated Payment Option” listed below

Post-Dated Payment Option

- Credit cards and cheques will be processed monthly on the 1st of July & August, or next business day

Refunds

- A full refund will be issued in the event a program has been cancelled
- If you withdraw from a program without providing 5 business days' notice prior to the program start date, you will not be eligible for a refund or credit- unless the withdrawal is due to a medical reason
- Non-attendance does not constitute notice of withdrawal
- Refunds will not be issued after the second day or session of a program, unless for 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
- 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

