



Program Refund Policy 2018

- A refund request that is received ten (10) days prior to the start of a course will receive a 100% refund.
- A refund request received within 10 days after the start of the course will receive a pro-rated refund with a \$10 administration fee.
- A pro-rated refund with no administration fee will be issued under the following circumstances;
 - Medical reasons, (medical certificate will be required)
 - Program class cancellations, where classes cannot be made up.
- 100% refund or credit will be issued if the program is cancelled by the Leisure Services Department.
- Refunds or credits will not be issued for classes not attended