

Cancellation and Refund

Policy

Program Cancellation:

Refunds will be issued if the program is cancelled before commencement (including the ice fee and SC Membership fee) or if we cancel the program while in progress due to unforeseen circumstances (We will not refund the SC Membership fee).

Refund request for the <u>rest of the session</u> due to <u>Injury or Illness</u> that would prevent the skater from returning:

We will only consider this refund for medical reasons accompanied by a doctor's note. Please note that your refund will be for the cost of the rest of the session. You'll need to request within 30 days of injury or illness.

Refund request for the <u>rest of the session</u> due to <u>unforeseen circumstances</u>: We will give an account credit for future missed sessions. *You'll need to request within 30 days of absence*.

Refund request for missed classes: We will not give refunds for any missed classes.

The Skate Canada Membership Fee is non-refundable and non-transferable once the program has started.

Please allow four weeks for receipt of all eligible refunds.