

## **GENERAL INFORMATION**

### **Program Fees**

Fees usually allow programs to recover direct costs (i.e. instructors and supplies). If you find it difficult to participate in any program because of financial limitations, please speak with our facility staff.

### **Program Cancellations**

Classes will be cancelled 72 hours prior to start date if insufficient registration, so please register early.

### **Program Registration Withdrawals**

We require 72 hours withdrawal notice before course start date in order to receive a full refund. After the course has started, any withdrawal must be requested before the second class for a pro-rated refund. No withdrawals after the second class, except for a medical reason (physician's note is required), in which a pro-rated credit will be issued. Withdrawal must be made at least 72 hours before the next class to receive a credit for that class.

### **Private Lessons & Personal Training Withdrawals**

We require 72 hours' notice in order to reschedule a session. Withdrawals within 72 hours' notice and missed sessions cannot be rescheduled or refunded.

### **Contracted Program Withdrawals**

Some contracted programs may require more than 72 hours' notice for withdrawals. You will be notified at the time of registration if these program withdrawal and policies apply.

### **NSF**

NSF cheques or credit card charge-backs will be subject to a \$15.00 fee.

### **HST**

The 12% HST is payable on all Adult and Teen (14+) program fees.

### **Holidays / Long Weekends**

Most programs are not scheduled to run on statutory holidays or long weekends. This will be noted on your program registration receipt.