

# Skate Oakville Change/Cancellation/Refund Policies

## Effective for Fall/Winter 2018/19 programming

Program	Policy
STAR & Comp	<p><b><u>Changes prior to programming commencing:</u></b></p> <ol style="list-style-type: none"><li>1. Withdrawal and change requests must be in writing by email to <a href="mailto:office@skateoakville.ca">office@skateoakville.ca</a>.</li><li>2. Program withdrawals prior to the program start date can either be refunded in full or credit applied to the family Skate Oakville account.</li><li>3. The \$37 Skate Canada fee is non-refundable for any reason.</li></ol> <p><b><u>Changes once the program has commenced:</u></b></p> <ol style="list-style-type: none"><li>1. Withdrawal and change requests must be in writing by email to <a href="mailto:office@skateoakville.ca">office@skateoakville.ca</a>.</li><li>2. All program changes and withdrawals will be subject to a \$15 change fee. This is not a one-time charge. Each subsequent change will incur the \$15 change fee.</li><li>3. Refunds will not be issued once the program has commenced, instead, a credit will be applied to the family Skate Oakville account.</li><li>4. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion.</li></ol> <p><b><u>Changes after January 1<sup>st</sup>, 2019 (Main Season); May 1<sup>st</sup>, 2019 (Spring Season)</u></b></p> <ol style="list-style-type: none"><li>1. No account credits will be issued for any changes and withdrawals made on or after January 1<sup>st</sup>, 2019 for the Main Season or May 1<sup>st</sup>, 2019 for the Spring Season</li><li>2. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion.</li></ol> <p><b><u>Missed Classes:</u></b></p> <ol style="list-style-type: none"><li>1. There are no opportunities for make-up sessions for sessions missed for any reason.</li></ol> <p><b><u>Pick-Up sessions</u></b></p> <ol style="list-style-type: none"><li>1. Prior to Test Day or to prepare for competition, skaters may be able to pick-up one free skate or STAR session for a fee, which allows the skater a one-time skate if space allows, and the level is appropriate. Please contact <a href="mailto:office@skateoakville.ca">office@skateoakville.ca</a> for more details.</li><li>2. Skaters are not able to pick-up any free skate or STAR sessions without paying for the session in advance.</li></ol> <p><b><u>Simulations</u></b></p> <ol style="list-style-type: none"><li>1. There will be no administration charge to withdraw from Simulations 1 week or more before the Simulation. The refund will be in the form of a credit on your account.</li><li>2. The \$15 change fee will be applied if the Simulation is withdrawn between 1 week and 24 hours before the Simulation. The remaining refund will be in the form of a credit on your account.</li><li>3. There will be no refunds for Simulations withdrawn less than 24 hours before the Simulation occurs.</li><li>4. All requests must be done in writing by email to <a href="mailto:office@skateoakville.ca">office@skateoakville.ca</a></li></ol> <p><b><u>Program changes by Club:</u></b></p> <ol style="list-style-type: none"><li>1. Any skater moved off a waitlist into a program will be able to pay as normal without incurring a change fee.</li><li>2. Any skater moved from one level to another by the Club will have a pro-rated credit issued for any sessions left on the previous program, which will be applied to the</li></ol>

	family Skate Oakville account. This can then be applied to the pro-rated costs of the new program. No change fees will apply.
Synchro	There are no refunds. All payments made by due dates are non-refundable.
Learn to Skate 10-Week Sessions	<p><u>Withdrawals:</u></p> <ol style="list-style-type: none"> <li>1. Withdrawal requests must be in writing by email to (office@skateoakville.ca) at least 24 hours before the 3rd class. All refunds are pro-rated from the time of notification. Refunds cannot be backdated.</li> <li>2. The \$37 Skate Canada fee is non -refundable for any reason.</li> </ol> <p><u>Injury:</u></p> <ol style="list-style-type: none"> <li>1. A doctor's note is required for withdrawals after the 3rd class.</li> <li>2. Injury refunds are pro-rated from the date on the doctor's note. Please submit injury withdrawals as soon as possible after the injury.</li> </ol> <p><u>Missed Classes:</u></p> <ol style="list-style-type: none"> <li>1. We use the same policy for missed classes as the Town of Oakville. "Participants are to attend all classes as scheduled for the program in which they are registered. If a participant is unable to attend a scheduled class(es), make-up classes, refunds, or credits for the missed class(es) will not be provided."</li> </ol>