

Skate Oakville Change/Cancellation/Refund Policies

Effective for Fall/Winter 2018/19 programming

Program	Policy
STAR & Comp	<p><u>Changes prior to programming commencing:</u></p> <ol style="list-style-type: none">1. Withdrawal and change requests must be in writing by email to office@skateoakville.ca.2. Program withdrawals prior to the program start date can either be refunded in full or credit applied to the family Skate Oakville account.3. The \$37 Skate Canada fee is non-refundable for any reason. <p><u>Changes once the program has commenced:</u></p> <ol style="list-style-type: none">1. Withdrawal and change requests must be in writing by email to office@skateoakville.ca.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.3. Refunds will not be issued once the program has commenced, instead, a credit will be applied to the family Skate Oakville account.4. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion. <p><u>Changes after January 1st, 2019 (Main Season); May 1st, 2019 (Spring Season)</u></p> <ol style="list-style-type: none">1. No account credits will be issued for any changes and withdrawals made on or after January 1st, 2019 for the Main Season or May 1st, 2019 for the Spring Season2. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion. <p><u>Missed Classes:</u></p> <ol style="list-style-type: none">1. There are no opportunities for make-up sessions for sessions missed for any reason. <p><u>Pick-Up sessions</u></p> <ol style="list-style-type: none">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 office@skateoakville.ca for more details.2. Skaters are not able to pick-up any free skate or STAR sessions without paying for the session in advance. <p><u>Simulations</u></p> <ol style="list-style-type: none">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.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 The \$15 change fee will be applied if the Simulation is withdrawn between 1 week and 24 hours before the Simulation.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.3. There will be no refunds for Simulations withdrawn less than 24 hours before the Simulation occurs.4. All requests must be done in writing by email to office@skateoakville.ca <p><u>Program changes by Club:</u></p> <ol style="list-style-type: none">1. Any skater moved off a waitlist into a program will be able to pay as normal without incurring a change fee.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

	<p>family Skate Oakville account. This can then be applied to the pro-rated costs of the new program. No change fees will apply.</p>
Synchro	<p>There are no refunds. All payments made by due dates are non-refundable.</p>
Learn to Skate 10-Week Sessions	<p><u>Withdrawals:</u></p> <ol style="list-style-type: none"> 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. 2. The \$37 Skate Canada fee is non-refundable for any reason. <p><u>Injury:</u></p> <ol style="list-style-type: none"> 1. A doctor's note is required for withdrawals after the 3rd class. 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. <p><u>Missed Classes:</u></p> <ol style="list-style-type: none"> 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."
Summer 2019	<p><u>Changes prior to July 1:</u></p> <ol style="list-style-type: none"> 1. Withdrawal and change requests must be in writing by email to (office@skateoakville.ca). 2. Program withdrawals prior to the season start date can either be refunded in full or credit applied to the family Skate Oakville account. 3. The \$37 Skate Canada fee is non-refundable for any reason. <p><u>Changes after July 1:</u></p> <ol style="list-style-type: none"> 1. Withdrawal and change requests must be in writing by email to (office@skateoakville.ca). 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. 3. Refunds will not be issued once the program has commenced, instead, a credit will be applied to the family Skate Oakville account. 4. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion. <p><u>Changes after Thursday of the prior week:</u></p> <ol style="list-style-type: none"> 1. No account credits will be issued for any changes and withdrawals made after the Thursday prior to the week beginning. 2. Refunds will be issued in exceptional circumstances (injury with Doctors note, skater leaving the Club) at the Board's discretion. <p><u>Program changes by Club:</u></p> <ol style="list-style-type: none"> 1. Any skater moved off a waitlist into a program will be able to pay as normal without incurring a change fee. 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 family Skate Oakville account. This can then be applied to the pro-rated costs of the new program. No change fees will apply.