

# Skate Oakville Change/Cancellation/Refund Policies

## Effective for Fall 2020 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 \$44 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>COVID-19 (for skaters in quarantine/self-isolation):</u></b></p> <ol style="list-style-type: none"><li>1. Skaters can stay registered in their sessions, but will not receive a credit or refund for missed classes.</li><li>2. Skaters may withdraw from the session and receive a credit, and register for an available session when they are able to skate. Spots will not be held for skaters to register.</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><li>2. Skaters will not receive a credit for missed sessions, as per our policy.</li></ol> <p><b><u>Pick-Up sessions</u></b></p> <ol style="list-style-type: none"><li>1. Skaters must contact the office to register in advance for pick ups. Skaters will only be permitted to pick up a session if there is space available.</li><li>2. Skaters are not able to pick up sessions without making payment 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 48 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 48 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 initiated 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.</li></ol>

Synchro	There are no refunds. All payments made by due dates are non-refundable.
Learn to Skate	<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 \$44 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>