

Skate Oakville Change/Cancellation/Refund Policies

Effective for Fall 2021 programming

Program	Policy
STAR & Comp	<p data-bbox="423 426 1003 453"><u>Changes before programming commencing:</u></p> <ol data-bbox="469 459 1414 632" style="list-style-type: none"><li data-bbox="469 459 1414 527">1. Withdrawal and change requests must be in writing by email to (office@skateoakville.ca).<li data-bbox="469 533 1414 600">2. Before the program start date, program withdrawals can either be refunded in full or credit applied to the family Skate Oakville account.<li data-bbox="469 606 1414 632">3. The \$44 Skate Canada fee is non-refundable for any reason. <p data-bbox="423 674 1016 701"><u>Changes once the program has commenced:</u></p> <ol data-bbox="469 707 1435 1020" style="list-style-type: none"><li data-bbox="469 707 1435 774">1. Withdrawal and change requests must be in writing by email to (office@skateoakville.ca).<li data-bbox="469 781 1435 877">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 data-bbox="469 884 1435 951">3. Refunds will not be issued once the program has commenced. Instead, a credit will be applied to the family Skate Oakville account.<li data-bbox="469 957 1435 1020">4. Refunds will be issued in exceptional circumstances (injury with Doctors note, or if a skater is leaving the Club) at the Board’s discretion. <p data-bbox="423 1062 1065 1089"><u>COVID-19 (for skaters in quarantine/self-isolation):</u></p> <ol data-bbox="469 1096 1435 1268" style="list-style-type: none"><li data-bbox="469 1096 1435 1163">1. Skaters can stay registered in their sessions but will not receive a credit or refund for missed classes.<li data-bbox="469 1169 1435 1268">2. Skaters may withdraw from the session, receive a credit, and register for an available session when they can skate. Spots will not be held for skaters to register. <p data-bbox="423 1310 623 1337"><u>Missed Classes:</u></p> <ol data-bbox="469 1344 1406 1440" style="list-style-type: none"><li data-bbox="469 1344 1406 1411">1. There are no opportunities for make-up sessions for sessions missed for any reason.<li data-bbox="469 1417 1406 1440">2. Skaters will not receive credit for missed sessions, as per our policy. <p data-bbox="423 1482 634 1509"><u>Pick-Up sessions</u></p> <ol data-bbox="469 1516 1370 1688" style="list-style-type: none"><li data-bbox="469 1516 1370 1612">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 data-bbox="469 1619 1370 1688">2. Skaters are not able to pick up sessions without making payment in advance. <p data-bbox="423 1730 570 1757"><u>Simulations</u></p> <ol data-bbox="469 1764 1419 1969" style="list-style-type: none"><li data-bbox="469 1764 1419 1860">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 data-bbox="469 1866 1419 1969">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.

	<ol style="list-style-type: none"> 3. There will be no refunds for Simulations withdrawn less than 48 hours before the Simulation occurs. 4. All requests must be made 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 usual without incurring a change fee. 2. Any skater moved from one level to another initiated by the Club will receive a pro-rated credit for any sessions left on the previous program. This can then be applied to the pro-rated costs of the new program. No change fees will apply.
Synchro	<p>There are no refunds. All payments made by due dates are non-refundable.</p>
Learn to Skate	<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 \$44 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.”