

Policy

Public Cancellation Policy

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LESSONS AND PROGRAMS

100% Full Credit Refund

- Cancellations initiated by the patron must be received at least **10 calendar days PRIOR** to the start date of the program.
- Cancellations made by the City of Medicine Hat; Patrons will be transferred to a different lesson/program or entitled to a full refund or credit.
- Special circumstances* occur **PRIOR to the start date** of the program.

Partial Credit Refund

- Cancellations initiated by the patron that are received **LESS THAN 10 calendar days** prior to the start date of the program will be subject to a **withdrawal fee of 15%**
- If some portion of the program has been attended and special circumstances* occur, a prorated credit refund will be considered based on the amount attended.

NO Refund OR Credit

- **NO** refund or credit for cancellations made **AFTER or DAY OF the start date** of the program, unless special circumstances* occur.

Special Circumstances*

- Medical condition develops (doctor's note required – verifiable by Customer Service Staff)
- Death in the immediate family (grandparent, mother, father, sibling)

Unsuccessful Course Completion

- If a registrant in a lesson is unsuccessful at meeting the minimum standards for advancement, the registrant will be charged a withdraw fee for adjustments to another registration if outside of 10 days prior to the start date.

Waiting Lists

- Registrants will not be charged to add or remove a name on a waiting list.
- Processing of registration and payment will be handled only once the course slot is offered to the individual.

PASSES

CANCELLATION & REFUND POLICY

Continuous Use

- Must give minimum **14 days'** notice to cancel pass for processing.
- Cannot be refunded.
- Patrons need to complete a Pass Freeze/Termination Request form.
- Patrons will be asked to complete an exit survey upon cancellation.

Annual Pass Holders

- Must give minimum **14 days'** notice to cancel pass for processing.
- Patrons need to complete a Pass Freeze/Termination Request form.
- Refund are prorated based on the time used.
- Patrons will be asked to complete an exit survey upon cancellation.

FREEZE POLICY

Continuous Use

- Must give minimum **14 days'** notice prior to the next withdraw date.
- Patrons need to complete a Pass Freeze/Termination Request form.
- Pass holders can freeze their pass (Auto-payment or EFT charges will be suspended) for a minimum of 30 days to a maximum of 90 days per year, in 30 day increments.

Annual Pass Holders

- Must give minimum **14 days'** notice to freeze a pass for processing.
- Pass holders can freeze their pass for a minimum of 30 days to a maximum of 90 days per year, in 30 day increments.
Passes will be extended for the length of time of the freeze duration.

PUNCH CARDS & 31 DAY PASSES

Punch Card Policies

- Punch cards are **NON-transferrable**.
- If the patron wants to **UPGRADE to a 31 day, continuous, or annual pass**, credit for unused punch cards may be applied to one's account.
- Refunds will be prorated based on the punches used.
- Patrons will be asked to complete an exit survey upon cancellation.

31 Day Pass Policies

- 31 Day passes are **non-refundable and non-transferable**.
- 31 Day passes can't be put on hold.
- If the patron wants to **UPGRADE to a continuous or annual pass**, credit for remaining time on pass may be applied to one's account.