

# 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 business days PRIOR** to the start 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 business 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)
- Family relocation to another city/town
- 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 **NOT** be charged a withdraw fee for adjustments to another registration

#### 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

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- Must give minimum **14 days'** notice to cancel pass for processing.
- Cannot be refunded.
- Patrons will be asked to fill out a termination/cancellation form.
- Patrons will be asked to complete an exit survey upon cancellation.

#### Annual Pass Holders

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- Must give minimum **14 days'** notice to cancel pass for processing.
- Patrons will be asked to fill out a termination/cancellation form.
- Refund will be prorated based on the time used.
- Patrons will be asked to complete an exit survey upon cancellation.

## FREEZE POLICY

#### Continuous Use

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- Patrons must give a minimum of **14 days'** notice prior to the next withdraw date
- 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

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- Patrons must give a minimum of **14 days'** notice prior to the next withdraw date to complete pass freeze process.
- 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

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- 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

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- 31 Day passes are **non-refundable and non-transferable**.
- 31 Day passes can't be put on hold.