

Aquatic Centre

Policies – Registration

Registration Policies

1. All rates and schedules are subject to change without notice.
2. The Pointe-Claire Aquatic Centre reserves the right to cancel any activity if the number of registrations is insufficient.
3. Places in activities are limited. Therefore availability is not guarantee. Registrations are processed on a first-come, first-served basis.
4. Telephone registrations and reservations **ARE NOT** accepted.
5. A day activity may be cancelled without prior notice if a special event is scheduled for that day.
6. Full payment must be made at the time of registration.
7. For internet registration, accepted method of payment is credit card (Visa or MasterCard). For in person registration, accepted methods of payment are cash, debit card, credit card (Visa or MasterCard) or personal cheque made out to the "City of Pointe-Claire".
8. A \$35 service fee will be charged for all cheques returned by the bank.

Credit / Refund Policies

1. No cash refunds will be given.
2. Credits and refunds will not be issued after half of the classes have occurred, except for medical reasons (doctor's certificate required). Make-up classes and account credits are not provided for classes missed by participants.
3. A full credit will be issued for all requests made prior to the start of an activity.
4. If a credit is requested after a program has started AND before half of the classes have occurred, the amount credited will be proportionate to the number of lessons remaining in the activity.
5. A \$25 service charge is applicable on all refund requests.
6. Such requests must be submitted in writing indicating the reason for your withdrawal. If accepted, a refund cheque will be issued by the City of Pointe-Claire. Please allow four to six weeks for processing.