

REFUND / CANCELLATION POLICIES

LIBRARY

1. **IMPORTANT:** If your child cannot attend an activity that he or she is registered for, please inform us 24 hours in advance at 514-630-1218 ext. 1623. Otherwise, a \$2 fee will be applied.

AQUATIC CENTRE

The Aquatic Centre will not guarantee changes in program or level for participants who have registered incorrectly.

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

RECREATION (including Day Camps and Winter Camps)

1. Requests for refunds must be in writing, indicating:
 - Reasons for the request.
 - Dates to be refunded
 - Name and mailing address of the person receiving the refund
 - Name of child(ren)
2. All requests for refunds must be submitted in writing to Pointe-Claire's Department of Culture, Sports, Leisure and Social Development at least one week before the week being cancelled
3. **Before May 15 (February 15 for winter camp), a \$20 fee per child per week will be applied.**
4. **After May 15 (February 15 for winter camp), a \$40 fee per child per week will be applied.**
5. No cash refunds will be issued. A refund cheque will be mailed by the City of Pointe-Claire. Please allow 4-6 weeks for processing.
6. Absences are non-refundable and non-transferable.

CULTURAL CENTRE (STEWART HALL)

WORKSHOPS

1. To receive a refund, you must send a letter explaining the grounds for your request for a refund or cancellation of your registration to the Coordinator, Cultural Activities.
2. If we receive your written request at least 10 days before the workshop begins, a refund will be issued.
3. If we receive a request less than 10 days before the workshop begins, a credit for the full amount will be assigned to your account.

4. There will be no refund if the request is received after the first workshop. This rule is necessary to guarantee our financial commitments, which are based on the number of participants calculated before the workshops begin.
5. A partial refund will be issued for all programs when a participant is ill. (A physician's certificate will be required). The refund will be calculated from the date your letter is received (and not from the date of the last workshop that you attended). **A \$25 service charge** will apply.
6. A partial credit may be assigned to your account if we receive a written explanation of the circumstances justifying your request. If we accept your reasons, the credit will be calculated from the date your letter is received (and not from the date of the last workshop that you attended). **A \$25 service charge** will apply.
7. The credit applies only to Cultural Centre activities and may not be transferred to any other person.
8. For programs of 30 sessions or more (from September to May), if a refund is authorized, it will be calculated according to the policy of each program.
9. There is no refund for missed workshops, nor can they be transferred.

DAY CAMPS AND SPECIAL CAMPS

1. All requests for refunds must be submitted in writing and indicate:
 - the reason for the request,
 - the dates of the weeks for which a refund is requested,
 - the name and address of the person to whom the refund is to be issued,
 - the name of the participant(s).
2. All requests for refunds must be submitted in writing to the Pointe-Claire Cultural Centre at least a week (7 days) before the week to be cancelled.
3. Up to May 15 inclusive, a charge of \$20 per child per week will apply.
4. After May 15, a charge of \$40 per child per week will apply.
5. No refund will be given in cash.
6. There is no refund for missed time in camp, nor can it be transferred.

CANOË CLUB

1. Requests for refunds must be in writing, indicating:
 - Reason for the request
 - Dates to be refunded
 - Name and mailing address of the person receiving the refund
 - Name of participant(s)
2. **Recreational Programs: A cancellation fee of \$25** per participant will be applied to a recreational program that is dropped more than 7 days prior to its start date. Less than 7 days before the start date or after the program has begun, the following cancellation fee will be applied: **50% of registration fee.**
3. **Racing Programs: A cancellation fee of \$25** per participant will be applied. Less than 7 days before the start date or after the program has begun, the following cancellation fee will be applied: **50% of registration fee.**
4. **Open Paddling: A cancellation fee of \$25** per participant will be applied if the activity is dropped before its start date. After the start date, the following cancellation fees will be applied: **50% of registration fee.**
5. NO REFUNDS WILL BE ISSUED AFTER JULY 15 FOR THE AFOREMENTIONED PROGRAMS
6. No cash refunds will be issued. A refund cheque will be mailed by the City of Pointe-Claire. Please allow 4-6 weeks for processing.
7. Absences are non-refundable and non-transferable.