



TOWN OF NIVERVILLE-RECREATION

POLICY NO. R1-19: **Recreation Class Refund & Cancellation Policy**
EFFECTIVE DATE: **June 18, 2019** **RESOLUTION# 181-19**
REVISION DATE: _____ **RESOLUTION# _____**

Background: A minimum number of participants is required to hold classes which must be achieved by the registration deadline (one week prior to class). It is highly recommended that participants pre-register as early as possible to avoid programs being cancelled due to lack of enrollment.

POLICY:
Policy Statement

When registration is below the minimum amount required by the instructor, Niverville Recreation reserves the right to cancel the program. When a class is cancelled by Niverville Recreation for any reason, participants will receive a full refund including any convenience fees via original method, or a credit towards a future class at the registrant's request.

All other refund requests must be received in writing to the Niverville Recreation Department before the registration deadline (one week prior to class start date) and will be subject to a minimum \$10 processing charge per course/registrant cancellation request, and convenience fees are non-refundable. This refund will be processed via cheque and mailed to the registrant.

There will be NO refunds after the registration deadline.

Classes cancelled for any reason mid-season will be made up at the end of the scheduled session.