

OSC CANCELLATION & REFUND POLICY

ALL REFUNDS ARE SUBJECT TO AN ADMINISTRATION FEE OF \$25

The OSC reserves the right to cancel sessions/classes, limit the number of skaters per session/class and to change the session/class levels when necessary. All requests for withdrawals are to be made in writing to the Registrar. The Skate Canada Membership fee is non-refundable.

Withdrawing from a program prior to the start of the program: Notice in writing must be received prior to the start of the program. Refunds will be made less the Skate Canada registration fee and a \$25 administration fee. This applies to all seasons, including Spring and Summer.

Withdrawing from a program during the first month of skating: Notice in writing prior to the end of the first month of skating. Refunds will be pro-rated less the Skate Canada registration fee and a \$25 administration fee. This applies to all seasons, including Spring and Summer.

Withdrawing from a program after the first month of skating: No refunds will be provided for classes after the first month of skating. If the withdrawal is due to an illness or injury, notice in writing must be provided, including a medical physician's note. Refunds will be pro-rated less the Skate Canada registration fee and a \$25 administration fee. The refund will take effect from the date of the physician's note. This applies to all seasons, including Spring and Summer.

Please allow four weeks for receipt of all eligible refunds.

MAKE-UP CLASS POLICY

CanSkate / PreCanSkate / CanPower: Due to high registration numbers and to ensure quality program delivery, make-up classes are not permitted.

STARSkate: Skaters who miss ice times due to illness or other reasons will not be permitted to make-up their ice time on another session.

If any sessions are cancelled/changed by OSC, skaters will receive a prorated credit at the discretion of the Board of Directors.