

# OSC CANCELLATION & REFUND POLICY

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## **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, transfers, or changes after the first month of skating:** No refunds/credits will be provided for classes after the first month of skating except in the case of illness or injury, in which case notice in writing must be provided, including a medical physician's note. Refunds for illness or injury 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.