



# Old Ottawa East Community Activities Group (CAG) Groupe d'activités communautaires du Vieil-Ottawa-Est

## Refund Policy and Refund Request Form

### Refund Policy

- o A full refund will be issued if a program is cancelled by CAG
- o All refunds must be requested through the Old Town Hall Community Centre by completion of a Refund Request Form or by email to [info@OttawaEastCAG.ca](mailto:info@OttawaEastCAG.ca)
- o Refunds will be issued by the method in which payment was made within three weeks of the refund request

### Seasonal Program Refunds

- o If 50% or less of a program has elapsed, a prorated refund will be offered. The value of the refund will be prorated to the percentage of the unused programming units and will be based on the date of the refund request.
- o If more than 50% of the program has elapsed, no refund will be offered.
- o No refund will be issued if withdrawal from the program is requested within five days of the start of the session and the withdrawal will take the class below the minimum number required to run the program.
- o A prorated refund is available at any time on presentation of a medical certificate.
- o No refunds are issued for weather cancellations or make-up classes that participants cannot attend
- o All participant requested refunds will incur a \$10 per person per course admin fee.

### After School Program Refunds

- o Withdrawal from the program at any time (before the start of the program or after the start) will result in loss of deposit
- o Withdrawal from the program after the start of the program also requires one calendar month's notice. If less than one calendar month's notice is provided, parents/guardians will be required to pay one month's fees in lieu of notice.
- o Partial refunds will not be issued for temporary absence from the program for any reason.

### PD Day Refunds

- o A refund request that would take registration below minimum numbers is only accepted up to one week prior to the program as this would lead to a program cancellation.
- o A refund request that does not take a PD Day below minimum numbers will be accepted up to two business days prior to the start of the program.
- o A refund is available at any time on presentation of a medical certificate.
- o All participant requested refunds from a PD Day will incur a \$10 admin fee per registrant.

### Summer Camp Refunds

- o A refund request that would take registration below minimum numbers is only accepted up to two weeks prior to the start of camp as this would lead to camp cancellation.

- o A refund request that does not take camp below minimum numbers will be accepted up to two business days prior to the start of camp.
- o A prorated refund is available at any time on presentation of a medical certificate.
- o Partial refunds will not be issued for temporary absences from the camp.
- o All participant requested refunds will incur a \$25 admin fee per camp per registrant..

**Please complete and email to [info@OttawaEastCAG.cag](mailto:info@OttawaEastCAG.cag) or drop off at the Old Town Hall, 61 Main Street**

Participant Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

Email Address: -  
\_\_\_\_\_

Program:  
\_\_\_\_\_

Reason for refund:

Date requested: \_\_\_\_\_

Participant's signature: \_\_\_\_\_