

## Refund Policy for Programs- PMCC - (revised May 2019)

### 1.PROGRAMS

#### Program Fees

- Course fees must be paid in full when you register.
- All of the listed prices in our guide include taxes.
- A fee of \$25 will be charged for all dishonored cheques or credit card payments.
- **Birthday Parties:** To get a full refund, you must give 14 days notice prior to the day of your party. If less than 14 days is given, there will be a \$25 service charge.
- **Camps:** If registering for more than one week of camp, payment for the 1<sup>st</sup> week of camp must be taken at the time of registration. Payment for subsequent weeks of camp must be paid 7 days prior to the start of each week of camp.

#### Program Refund/Cancellation Policy

- **Withdraw – more than 7 days notice:** For any programs over \$25, a fee of \$25 will be charged when withdraw from a program
- **Withdraw – more than 7 days notice:** For any programs \$25 or less, the cost of one session will be deducted. For example, Parent and Baby Storytime is \$20 for 4 classes, therefore the charge would be \$5.
- **One Time Special Events:** Must cancel within 7 days prior to the event to receive a full refund. No refunds less than 7 days notice.
- **Missed classes:** No refunds will be granted for classes missed on the initiative of the student/parent.
- Any refund/withdraw request for recreation services or activities once the program has begun will be pro-rated for remaining classes and an administrative fee of \$25 will be charged.
- Any program cancellations initiated by PMCC will be provided a pro-rated refund.

#### Camp Refund Policy

- **Camp withdraw - less than 14 days notice:** A fee of \$25 will be charged at the time of withdraw.
- **Aftercare withdraw - less than 14 days notice:** A fee of \$5 will be charged.
- **Withdraw once program has begun:** The program refund will be pro-rated for remaining classes, and \$25 administration fee will be charged.
- **Missed classes:** No refund will be granted for classes missed on the initiative of student/parent.

### 2.RENTALS

#### One Time Rental Fees

- Rental fees due in full one month prior to your function
- A security/damage deposit is due upon booking and is in addition to your rental payment.
- The security/damage deposit will be mailed to you within two weeks following your function and is subject to penalties for excessive cleaning requirements, loss or overtime charges, and damages.
- If your booking takes place less than one month prior to function date, both the damage deposit and rental fee are due upon booking and must be paid, in full, by credit card or cash.
- A fee of \$25 will be charged for all dishonored cheques or credit card payments.
- **Cancellation:** Should you cancel the rental & we are unable to rebook the facility, your security/damage deposit will be forfeited. If we are able to rebook, we will refund your security/damage deposit less an admin charge of \$25.
- Any rental cancellations initiated by PMCC will be provided a full refund.

#### Ongoing User Rentals – Refund Policy

- Cancellation of one or more dates will not be refunded if notice is received less than 14 days prior to the date(s) in question. Re-scheduling of a certain date will be subject to space availability, and will also be subject to a penalty if space is not available and notice is received less than 14 days before the dates canceled. Any credit owing to you will be reflected on your next billing.