

# Refund Policy and Program Fees – SPMS – September 2021

## 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.
- **Camps:** If registering for more than one week of camp, payment for the first 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 - less than 7 days' notice:** If you withdraw from a program over \$100, a \$25 administrative fee will be charged.
- **Withdraw - less than 7 days' notice:** If you withdraw from a program that is less than \$100, a 25% administrative fee will be charged.
- **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.
- **Birthday Parties:** For 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 administrative fee.
- 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 charged (\$25 for programs over \$100 or 25% for programs less than \$100).
- Any program cancellations initiated by SPMS 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 withdrawal.
- **Camp Extension withdraw – less than 14 days' notice:** A fee of 25% will be charged at the time of withdrawal.
- **Withdraw once program has begun:** The program refund will be pro-rated for remaining classes, and the applicable administrative fee will be charged.
- **Missed classes:** No refund will be granted for classes missed on the initiative of the student/parent.