



Withdrawal Policy for Fall, Winter, Spring, Summer Session Classes and Workshops

A student may withdraw up to seven (7) days prior to the class or workshop start date. A refund of the class fee will be granted less the non-refundable registration fee. Refunds will not be granted after the seven (7) day period has passed. Exceptions for medical or compassionate reasons may be considered upon receipt of a written request submitted at least 24 hours prior to the start date of the class to info@placedesarts.ca. A medical certificate may be required. Upon approval, a refund of the class fee will be granted, less the registration fee and any applicable supply fees.

Cancellations

If one or more class(es) is cancelled by Place des Arts due to low enrolment or a facility closure, a full or partial refund of the Place des Arts fees will be granted or, in some circumstances, make-up(s) will be scheduled. If make-up class(es) cannot be accommodated by Place des Arts or the teacher, or the student is unavailable to attend the make-up class(es), a refund of the class fees will be granted.

Teacher Absence

If individual class(es) are cancelled due to teacher absence, a refund of the class fees will be granted, or a qualified substitute will teach the class(es) or, in some circumstances, make-up(s) will be scheduled. If make-up class(es) cannot be accommodated by Place des Arts or the teacher, or the student is not available to attend the make-up class(es), a refund of the class fees will be granted.

Missed Class(es)

No refunds or make-ups will be granted for class(es) missed on the initiative of the student/parent.

Non-Refundable Online Processing Fee

All online enrolments are subject to a non-refundable processing fee (minimum \$1) charged by Active Network Ltd., our online registration software provider. Place des Arts cannot refund this processing fee for withdrawals or cancellations.