

PLACE DES ARTS

Withdrawal and Cancellation Policy for Coquitlam Youth Theatre Program

WITHDRAWALS

A student may withdraw from Coquitlam Youth Theatre prior to, or by September 30. Upon receipt of a withdrawal request, a refund will be granted of any remaining class fees less the non-refundable registration and production fees. Refunds will not be granted to students who withdraw after September 30. Exceptions for medical or compassionate reasons may be considered upon receipt of a written request to info@placedesarts.ca. A medical certificate may be required. Upon approval, a refund of any remaining class fees will be granted, less the non-refundable registration and production fees.

Non-refundable Coquitlam Youth Theatre Production Fee

A \$425 production fee is payable in full at the time of enrolment and is non-refundable. The production fee is used to offset the production costs (production designer, costumes, sets, props, venue rental, royalties and scripts, transportation for props, tech fees, designers) of the theatre productions.

Non-refundable Junior Coquitlam Youth Theatre Production Fee

A \$150 production fee is payable in full at the time of enrolment and is non-refundable. The production fee is used to offset the production costs (production designer, costumes, sets, props, venue rental, royalties and scripts, transportation for props, tech fees, designers) of the theatre productions.

CANCELLATIONS

If Place des Arts is mandated to close by the Provincial Health Authority due to the pandemic, most classes will automatically transition to online and therefore will not be cancelled. A student may withdraw as per the Withdrawals policy.

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.

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) refund of the class fees will be granted.

MISSED CLASSES

No refunds or make-ups will be granted for class(es) missed by the student for reasons including, but not limited to, illness, scheduling conflicts, vacation and/or technical difficulties experienced during an online class.

Note: Some Place des Arts classes are structured to accommodate in-person and online students at the same time. Students who cannot attend their in-person class due to COVID-19 symptoms, exposure, or any other respiratory illness, can arrange with the registration desk with at least two hours advance notice, to attend their regularly scheduled class online via Zoom livestream.