



## 2021 Summer Withdrawal/Cancellation Policy

### **Withdrawal from in-person or online private lessons**

A student may withdraw from private lessons at any time. A withdrawal fee equal to one lesson fee will be charged. Notice must be provided to the registration desk, over the phone or via email to [info@placedesarts.ca](mailto:info@placedesarts.ca). Place des Arts will cancel any remaining payments once the final lesson has been attended. The registration fees are non-refundable.

### **Withdrawal from Summer Fun! Camps and Summer Session Classes**

A student may withdraw from camp(s)/class(es) up to seven (7) days prior to the camp/class start date. A refund of the camp/class fee(s) will be granted, less the non-refundable registration fee(s) and online processing 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 to [info@placedesarts.ca](mailto:info@placedesarts.ca) at least 24 hours prior to the start date of the camp/class to [info@placedesarts.ca](mailto:info@placedesarts.ca). A medical certificate\* may be required. Upon approval, a refund of the camp/class fee(s) will be granted, less the registration fee(s), online processing fee and any applicable supply fees. Note: the supply fee for clay camps is non-refundable once the supply kits have been picked up.

*\*Due to COVID-19, registrants attending in-person classes and requesting refunds due to illness will not require a medical certificate.*

### **Withdrawal from Camp Care**

Camp care is non-refundable and non-transferable. However, if the student is withdrawing from the entire camp, the Summer Fun! Camps' withdrawal policy will apply.

### **Cancellation of in-person and/or online Camp(s)/Class(es)/Lesson(s)**

If one or more camp(s)/class(es)/lesson(s) is cancelled by Place des Arts due to low enrolment, teacher absence 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)/lesson(s) cannot be accommodated by Place des Arts or the teacher, or the student is unavailable to attend the make-up class(es)/lesson(s), a refund of the class/lesson fees will be granted.

*\*\*If Place des Arts is mandated to close by the Provincial Health Authority due to the pandemic, most classes/lessons will automatically transition to online and therefore will NOT be cancelled. A student may withdraw as per the Withdrawal policies, above.*

### **Missed classes or private lessons**

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

### **Non-Refundable Online Processing Fee**

All online enrolments are subject to a non-refundable processing fee (calculation based on enrolment cost) charged by Active Network Ltd., our online registration software provider. Place des Arts cannot refund this processing fee for withdrawals or cancellations since it is not refunded to Place des Arts by ActiveNet.