

2026-2027 WITHDRAWALS/CANCELLATION POLICY

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REFUNDS

Refunds apply to **private lessons** and all **program types**, which include:

- September-June and January-June Classes.
- Session Classes (fall, winter, spring, summer).
- Youth Theatre Ensembles.
- Workshops.
- Art camps (Pro-D Day, Spring Break and Summer Fun!).

Non-Refundable Fees

- Registration fees are non-refundable unless Place des Arts cancels a program.
- Online Processing Fees: All enrolments processed online are subject to a non-refundable processing fee, calculated based on the enrolment cost. This fee is charged and collected by Active Network Inc., Place des Arts' online registration software provider. As the fee is retained by Active Network and not refunded to Place des Arts, it cannot be refunded in the event of withdrawals or cancellations.

Full Refunds

A full refund (class fees, registration fee and any supply fees, production fees and deposits) will be issued when:

- The program is cancelled by Place des Arts before the start date. (*See Cancellations*).
- Note: online processing fees are non-refundable.

Partial Refunds

A refund (minus registration and online processing fees) will be issued when:

- The program is cancelled by Place des Arts after the start date. (*See Cancellations*).
- A student withdraws before the applicable withdrawal deadline. (*See Withdrawals*).

Refunds for Individual Classes or Private Lessons

Refunds will be issued when:

- A class or private lesson is cancelled due to teacher absence or facility closure and no make-up is scheduled. (*See Cancellations*)

No Refunds

Refunds will not be issued when:

- A student withdraws after the withdrawal deadline. (*See Withdrawals*)
- A student misses one or multiple class(es) or private lesson(s) for any reason including, but not limited to, lateness, illness, vacation or scheduling conflicts. Note: Private lesson teachers are not obligated to offer a make-up lesson in these cases.

WITHDRAWALS

To request a withdrawal, please contact us using one of the following methods:

- Email: info@placedesarts.ca.
- Phone: 604-664-1636 ext. 0
- In person: At the registration desk.

Requests received before the applicable withdrawal deadline will be eligible for a refund minus any non-refundable fees or deposits, including online processing fees.

No refunds will be granted after the withdrawal deadline has passed.

We may consider exceptions for medical or compassionate reasons, at our sole discretion.

Withdrawal Deadlines by Program Type

Session Classes (fall, winter, spring, summer), Workshops, all Art Camps:

- Withdraw up to seven (7) days before the start date.
 - Class fees and supply fees will be refunded.
 - Registration fees and online processing fees are non-refundable.
 - Summer Fun Lunchtime Camp Care is non-refundable and non-transferable.

Private Lessons:

- Withdraw any time
 - A withdrawal fee equal to one lesson fee will be charged.
 - Any remaining lesson fees or any remaining post-dated payments will be cancelled.
 - Registration fees are non-refundable.

Trial Private Lessons:

- Withdraw up to two (2) days before the scheduled date.

September-June or January-June Music and Dance Classes:

- Withdraw any time.
 - A withdrawal fee equal to one class fee will be charged.
 - Any remaining class fees will be refunded, or any remaining post-dated payments will be cancelled.
 - Registration fees, supply fees and online processing fees are non-refundable.
 - The dance recital production fee, video fee and any deposits will be refunded if notice to withdraw is given on or before October 31, 2026, for September-June classes or February 28, 2027, for January-June dance classes).
 - Registration fees and online processing fees are non-refundable.

Youth Theatre Ensembles:

- Withdraw on or before September 30, 2026.
 - After the last attended class, remaining class fees and the production fee will be refunded.
 - Registration fees and online processing fees are non-refundable.

CANCELLATIONS

Place des Arts reserves the right to cancel a program **before the start date** due to insufficient enrolment. If this occurs, students or parents will be notified at least 48 hours in advance.

Place des Arts may also cancel a program **after the start date** if enrolment falls below the minimum requirement.

In either case, we will do our best to offer an alternative program. If no suitable alternative is available, a full or partial refund will be issued.

Please note: Online processing fees are non-refundable.

If a class or private lesson is cancelled due to teacher absence or facility closure, Place des Arts will either:

- Schedule a make-up OR
- Issue a refund for the cancelled class or private lesson.

If a make-up is not possible, or the student is unavailable to attend it, a refund of the cancelled class or private lesson will be issued.

Questions? Contact us at info@placedesarts.ca or 604-664-1636 ext. 0