

REFUND INFORMATION

FULLER LAKE ARENA & COWICHAN AQUATIC CENTRE

Everyone, from time to time, needs to cancel or postpone a class, camp, or birthday party. If you have questions in regards to our refund information please give us a call at 250.746.7665 (Cowichan Aquatic Centre) or 250.246.3811 (Fuller Lake Arena).

FOR 'LEARN TO' LESSONS AND GENERAL PROGRAMS

TIME LINE	'LEARN TO', CAMPS AND GENERAL PROGRAMS
Five or more days before course starts	No cost to withdraw \$5 refund processing fee No charge if left as credit on account
Four days or less before course starts	No withdrawals/No refunds
Medical Withdrawals	In cases of extended illness or injury a prorated refund or credit may be granted upon provision of a medical note. Classes missed due to sickness, vacation, or other reasons will not be refunded or credited

ADVANCED AQUATICS, CAMPS, FIRST AID, AND CAREER TRAINING

TIME LINE	TRAINING/HIGH LEVEL COURSES
Seven or more before course starts	No cost to withdraw \$5 refund processing fee No charge if left as credit on account
Six days or less before course Starts	No withdrawals/No refunds
Medical Withdrawals	In cases of extended illness or injury a prorated refund or credit may be granted upon provision of a medical note. Classes missed due to sickness, vacation, or other reasons will not be refunded or credited

BIRTHDAY PARTIES AND FACILITY RENTALS

TIME LINE	BIRTHDAY PARTIES/RENTALS
Two weeks or more before the rental	No cost to cancel, refund or reschedule
More than twenty four hours but less than two weeks	\$10 cancellation or rescheduling fee applies \$5 refund processing fee
Twenty four hours or less notice	No refunds or credits offered for cancellations or rescheduling

MEMBERSHIPS AND PASSES

MEMBERSHIP	
Three Day & Lifestyle Pass	No refunds
One Month Pass	No refunds
Ten Visit Pass	Unused – Withdrawn in multiples of 10; there is a \$10 withdrawal fee; and a \$5 refund processing fee if you are seeking one. In use – no refunds or withdrawals permitted, not transferrable
Gold Monthly Passes	Withdrawn in whole months only; pro-rated for the number of months remaining; \$10 withdrawal fee; \$5 refund processing fee if you are seeking one



Parks and Recreation

Cowichan Aquatic Centre

2673 James Street | 250.746.7665

Fuller Lake Arena

2876 Fuller Lake Road | 250.246.3811

WHAT HAPPENS WHEN A PROGRAM, CAMP OR RENTAL IS CANCELLED...

From time to time we all end up with unexpected emergencies or interruptions.

WE HAVE TO CANCEL (Instructor illness, facility closure, etc.):

A 100% refund is granted when we cancel a program. If a class has to be cancelled an additional one will be added at the end of the session. If this is not possible a refund will be issued for the missed class.

HAVE TO RESCHEDULE YOUR PARTY?

Sometimes stuff happens. That is why we have built in flexibility to re-arrange party dates. Give us at least 3 days notice and we can reschedule on the fly!

MEDICAL ISSUE?

Can't make it to a program or the remaining classes due to a medical issue? Bring a doctors' note and let us figure out with you what we can make happen!

REFUNDS:

Payments made by credit card will be refunded to the initial payment method. Payments made by cash, cheque, or debit will be refunded by cheque; please allow a minimum of 2 weeks' processing time.