

REFUND POLICY

MEMBERS, PROGRAMS AND CLASSES

REFUND, GROUP CHANGES OR WITHDRAWAL

Refunds are available if request is submitted at least seven days before the activity's start date. A \$20 fee is charged for any refund (exceptions: medical reason or difficulties during online registration). Once the activity has started, no refunds will be given unless you have a medical reason (*a signed note from the treating physician is required*). There are no group changes after the third class.

REFUND WHEN ABSENT

If a participant misses a class, he is not eligible for a credit or refund. You are not permitted to join a different group to replace a class because of an absence.

FULL REFUND WITHOUT PENALTY

If the Dieppe Aquatic and Sports Centre cancels or changes the conditions of a planned activity, participants may obtain a full refund without penalty.

REFUND ON A PRO RATA BASIS

If the Dieppe Aquatic and Sports Centre cancels a participant's registration for disciplinary reasons, the participant is eligible for a refund equivalent to the number of classes remaining in that session. A \$20 fee applies.

REFUND FOR MEDICAL REASONS

If a person registered for an activity finds himself permanently unable to participate in an activity, he must provide a medical note to that effect. Refunds will be calculated based on the number of classes remaining or the amount of time left on the member's card.

** The City of Dieppe provides refunds by cheque. Please allow four to six weeks for delivery.*

