

# City Arts Centre

## Registered Program Cancellation Policy 2023

Before you register in a program with City Arts Centre please be aware of the cancellation policy regarding withdrawals, transfers, refunds, and absences.

### Withdrawal and Transfer Requests

If you cannot participate in your registered program please contact 311.

The following stipulations apply to any withdrawals, transfers, and refund requests:

Registrations cancelled up to 15 days prior to the program start date will not be charged the program fee or an administration fee. The full amount of the program fee will be credited to your MoveLearnPlay account\*.

- Please contact 311 to withdraw or have the option to transfer into another program (subject to availability).

Registrations cancelled 14 days prior and up to 72 hours notice of the program start date will be charged an administration fee of \$10. The full amount of the program fee minus the \$10 administration fee will be credited to your MoveLearnPlay account\*.

- Please contact 311 to withdraw from the program and receive 100% refund of the program fee (minus the \$10 administration fee) or transfer into another program (subject to availability) and be charged a \$10 administration fee.

Cancellations that occur within less than 72 hours notice of the program start date will forfeit the full program fee.

- City Arts Centre runs programs on a cost recovery basis and are subject to a minimum enrollment. Transfers will only be accepted if the programs are able to run based on the set minimum enrolment number.

*\*If a refund is preferred you may email [myaccount@edmonton.ca](mailto:myaccount@edmonton.ca) or call 311*

**Please be in touch with [cityartscentre@edmonton.ca](mailto:cityartscentre@edmonton.ca) if you have any questions or concerns. In the case of special circumstances or unforeseen emergencies City Arts Centre will strive to accommodate if possible.**

### Missed Classes

Make up classes and missed class refunds will not be provided if a session is missed once programs are in progress.

### Registered Program Cancellations by City Arts Centre

City Arts Centre reserves the right to substitute instructors, cancel, combine, or reschedule advertised programs.

- Whenever possible, except in the case of emergencies, City Arts Centre staff will notify registrants 3 business days prior to the course start date if course cancellation or changes are necessary.
- If a course is cancelled a credit of the full program fee will be issued to your MoveLearnPlay account\* or individuals may be transferred into another available program (subject to availability and any difference in program fees will be assessed).
  - \*If a refund is preferred you may email [myaccount@edmonton.ca](mailto:myaccount@edmonton.ca) or call 311