

Refund Policy and Program Fees – PMCC – September 2021

Programs

Program fees

- Course fees must be paid in full when you register.
- All of the listed prices in our guide include taxes.
- A fee of \$25 will be charged for all dishonored cheques or credit card payments.
- **Camps:** If registering for more than one week of camp, payment for the first week of camp must be taken at the time of registration. Payment for subsequent weeks of camp must be paid 7 days prior to the start of each week of camp.

Program Refund/Cancellation Policy

- **Withdraw - less than 7 days' notice:** If you withdraw from a program over \$100, a \$25 administrative fee will be charged.
- **Withdraw - less than 7 days' notice:** If you withdraw from a program that is less than \$100, a 25% administrative fee will be charged.
- **One Time Special Events:** Must cancel within 7 days prior to the event to receive a full refund. No refunds less than 7 days' notice.
- **Missed classes:** No refunds will be granted for classes missed on the initiative of the student/parent.
- **Birthday Parties:** For a full refund, you must give 14 days' notice prior to the day of your party. If less than 14 days is given, there will be a \$25 administrative fee.
- Any refund/withdraw request for recreation services or activities once the program has begun will be pro-rated for remaining classes and an administrative fee charged (\$25 for programs over \$100 or 25% for programs less than \$100).
- Any program cancellations initiated by PMCC will be provided a pro-rated refund.

Camp Refund Policy

- **Camp withdraw – less than 14 days' notice:** A fee of \$25 will be charged at the time of withdrawal.
- **Camp Extension withdraw – less than 14 days' notice:** A fee of 25% will be charged at the time of withdrawal.
- **Withdraw once program has begun:** The program refund will be pro-rated for remaining classes, and the applicable administrative fee will be charged.
- **Missed classes:** No refund will be granted for classes missed on the initiative of the student/parent.

Rentals

One Time Rental Fees

- Rental fees due in full one month prior to your function.
- A security/damage deposit is due upon booking and is in addition to your rental payment.
- The security/damage deposit will be mailed to you within two to three weeks following your function and is subject to penalties for excessive cleaning requirements, loss or overtime charges and damages.
- If your booking takes place less than one month prior to function date; both the damage deposit and rental fee are due upon booking and must be paid, in full, by credit card or cash.
- A fee of \$25 will be charged for all dishonored cheques or credit card payments.
- **Cancellation:** Should you cancel the rental & we are unable to rebook the facility, your security/damage deposit will be forfeited. If we are able to rebook, we will refund your security/damage deposit less an administrative fee of \$25.
- Any rental cancellations initiated by PMCC will be provided a full refund.

Ongoing User Rentals

- Cancellation of one or more dates will not be refunded if notice is received less than 14 days prior to the date(s) in question. Re-scheduling of a certain date will be subject to space availability, and will also be subject to a penalty if space is not available and notice is received less than 14 days before the dates cancelled. Any credit owing to you will be reflected on your next billing.