



## MAKE-UP CLASS POLICY

**Make-up classes are intended for participants who cannot attend due to illness or other unforeseen circumstances (family scheduling conflicts are not applicable).** Due to child/class/coach ratio and the structure of our programs, make-up classes are only offered at Fencing Calgary South (Unit 12, 6325 12th St SE), not in each individual community location. Make-up classes are limited to **ONE** per 6 week session and based on space availability at the time. **We cannot guarantee there will be space at another time for a make-up class but we will do our best to accommodate your request.**

### Note:

- Make-up class requests must be received on or before the day of the missed class.
- Make-up classes must be completed in the same week that the class was missed.
- There will be no make-up classes permitted on the first or last week of each session.
- If a make-up class is scheduled and not attended, we will not be able to schedule a subsequent make-up class.

Please email [info@fencingcalgary.com](mailto:info@fencingcalgary.com) to request a make-up class.

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## PROGRAM CANCELLATION + TRANSFER POLICIES

Once you are registered, we hope that nothing interferes with your child or yourself attending a Fencing Calgary Program. However, if you must cancel or transfer the registration, please be aware of our cancellation and transfer policies:

- If a **cancellation** is requested a minimum of **two weeks prior** to the first day of the activity, you will receive a full refund (less a \$30 administration fee) or a full credit can be applied to your account for future use (with no additional administrative fee).

- If a **cancellation** is requested **between 1-2 weeks prior** to the first day of the activity, you will receive a 50% refund (less a \$30 administration fee) or a 50% credit can be applied to your account for future use (with no additional administrative fee).
- If a **cancellation** is requested **less than one week** prior to the first day of the activity, no refund or credit will be issued.
- Once a credit is issued to an account, the credit amount is non-refundable. Account credits can be used towards future online purchases made at Fencing Calgary and have no expiration date.
- All program **transfer** requests are subject to availability and must be requested a **minimum of two weeks** prior to the first day of the activity. One transfer per registration is permitted.
- If there is a situation where a transfer must be requested within two weeks prior to the first day of the activity, we will try to accommodate your request. All requests are subject to availability (a \$30 administration fee will be added to your account. *The fee must be paid prior to the first day of the activity*).
- Once a transfer has been applied to a registration, no future refunds or credits will be issued.
- **If your child is ill or, for any reason, misses one or more days of an activity, we will not be able to provide a partial refund. We will allow ONE make-up class per 6-week session (see policy details above).**
- After an activity commences, refunds are issued for medical reasons only and a medical certificate or doctor's note must be provided. Medical cancellations will receive a pro-rated refund (less a \$30 administration fee per cancellation) or a pro-rated credit can be applied to your account for future use (with no additional administrative fee).
- In the event that Fencing Calgary must cancel an activity, due to unforeseen circumstances that are beyond our control (including coach illness, extreme weather, power outage, gas leak, global pandemic, etc) we will provide a full non-refundable credit to your account for any missed dates.  
\*Only Credits will be provided
- We make our best effort to work with all children in our programs. However, if a child can not adhere to staff instruction and safety requirements, we will have to ask for them to be removed from the program and a pro-rated refund (less a \$30 administration fee) will be provided for the remainder of the activity. \*No refunds will be provided for partial days.

**NOTE:** Please review the PLAY Competition Policy directly under that program on the website as it varies slightly from the general policy above.

Many locations that we operate out of fill to capacity. The more notice we have of cancellation, the better our ability to fill that space with another interested family / participant.

Thank you for your understanding.

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**Contact Us:**

If you have any questions or concerns, please email [info@fencingcalgary.com](mailto:info@fencingcalgary.com)