



PROGRAM CANCELLATION + TRANSFER POLICIES

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

REGULAR PROGRAMMING

White, Yellow, Badge (Orange+), Youth & Adult Beginner, Active for Life, ALL Camps

PRIVATE LESSON GROUPS

TEAM GROUP PRACTICES

Under Badge & Youth Team

- 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.
- All program transfer requests are subject to availability and must be requested at least two weeks before 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. Please refer to our Make-Up Class Policy for further information on missing classes.**
- 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. ***Only Credits will be provided**
- 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.

We make our best effort to work with all children in our programs. However, if a child cannot 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.***

****For TRAIN Program Cancellations or Transfers - please email info@fencingcalgary.com***

EVENTS

Play Competiton's, Team Meets, City Circuit Competitions

- If a **cancellation** is requested a **minimum of two weeks prior** to the activity, you will receive a full refund.
- If a **cancellation** is requested **between 1-2 weeks prior** to the activity, a credit only will be issued.
- If a **cancellation** is requested **less than 1 week prior** to the activity, no credit or refund will be issued.
- All **transfer** requests are subject to availability and must be requested a **minimum of two weeks prior** to the activity.
- In the event of **last-minute illness**, we will accept a cancellation request a minimum of **2 days prior** to the activity. If we can fill the spot with another participant, we will happily provide a credit to your account. Due to the last-minute nature, if we are unable to fill the spot, no credit will be provided.
- 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. ****Only Credits will be provided***
- Once 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.

We make our best effort to work with all children in our programs. However, if a child cannot adhere to staff instruction and safety requirements, we will have to ask for them to be removed from the activity **No refund will be provided.*

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

Thank you for your understanding.

Please email info@fencingcalgary.com to request a cancellation or transfer.