

Cancellation, Refund and Transfer Policy- CFB Kingston

Cancellations

- All classes are subject to cancellation if there are insufficient registrations. Clients are entitled to a full refund or you may transfer to another program, space permitting
- If we cancel a class due to inclement weather or due to circumstances beyond our control, you will receive a credit for any class missed. Note: These classes will not be re-scheduled and no cash refund will be issued (Credit Only)

Refunds

- If circumstances beyond your control impacts your ability to participate in our programs and/or it becomes necessary for you to transfer to another date/time prior to course start date, please contact the front desk during regular scheduled business hours
- If a participant withdraws before the first day of the program/course a full refund will be issued
- If more than 50% of the program has elapsed, no refund will be issued.
- If a program advertises a required non-refundable deposit, no refund will be issued
- After program start, all authorized refunds (upon discretion of the programmer) will be prorated
- In the case of a dispute, Manager, Community Recreation will make the final decision

Transfers

- To transfer to another course, please contact the front desk during regular business hours
- Transfers are subject to space availability and depend on the programmers' approval

Medical /Other Circumstances

- Withdrawals for medical reasons, emergency, or military career related activities, or military transfers are permitted with no penalty prior to the start of the course
- After course start, your refund will be pro-rated from the time we receive written notification of your withdrawal accompanied by a doctor's note or other documentation deemed necessary

Please call 613-541-5010 local 8752 and our staff will be happy to forward you to a programmer who can assist you with any of the above concerns.

Please Note:

- If fees were paid by e-commerce, a refund will appear on your credit card statement.
- If paid by cash or debit card, a refund cheque will be mailed to the customer with 30 business days
- Original receipt must be presented to obtain refund