



# Town of Olds

## Town of Olds Refund Policy

### **Olds Aquatic Centre Course Refunds:**

- Seven (7) days notice prior to course start date must be given to get a full refund for your course.
- Registrants wishing to withdraw with less than 7 days before course start date must provide a medical note to receive a full refund.
- No refund will be given if the request is less than 7 days before course start date.
- Registrants wishing to withdraw due to medical reasons after course has started; a prorated credit will be applied to the client's account.
- Courses may be cancelled, combined or moved due to low registration prior to class start date. Cancellation does not guarantee you will be transferred into another appropriate class.

### **Olds Aquatic Centre Membership Refunds:**

- No refunds for memberships will be provided once the pass has begun.
- In the case that the membership cannot be used due to medical issue there are two options you can choose from:
  - the membership can be suspended until the medical issue has been resolved or
  - A prorated credit can be put on the clients account to be used for other services that the Olds Aquatic Centre provides.

### **Facility Rental Refunds**

#### **Olds Aquatic Centre:**

- Seven (7) days written notice before rental date must be given to receive a full refund.
- Refund requests that are received less than seven (7) days before the rental date must include a medical note to receive a full refund.
- Ninety (90) written notice for any rentals where closures of the facility have been arranged. (ie all day Swim Meet)
- No Shows to rentals will not receive a refund.

#### **Olds Sportsplex**

- All Sportsplex surface rentals, whether it be dry or ice surface rentals require 14 days' notice to cancel and still receive a full refund.