



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.