

Program Cancellation Policy

PROGRAM CANCELLATION

The Tuscany Residents Association (TRA) may need to cancel programs due to low registration or instructor availability. Registered participants will be notified by phone or email no later than two (2) days prior to the start of class.

Should this occur, participants may choose from the following options:

1. Transfer to another program where space is still available,
2. Receive an account credit on the household TRA account,
3. Receive a cheque for the full amount of the program, which will be available for pick up within 2-4 weeks after the class cancellation.

WITHDRAWAL/TRANSFER REQUESTS

All program withdrawals/transfer requests must be made in writing to the Recreation Manager at recreation@tuscanyclub.ca

- Requests to withdraw from a program 14 days or more prior to the first day of the program are eligible for a full refund by cheque or account credit, less a \$15 administration fee.
- Requests to withdraw from a program less than 14 days prior to the first day of the program will be charged a 25% program fee and a \$15 administration fee.
- After two classes into the program, refunds will be issued for medical reasons only and a doctor's note may be required. A pro-rated refund will be issued and the \$15 administration fee will apply.
- Refunds will not be issued to participants who are unable to attend rescheduled make-up classes for seasonal/outdoor programs.
- Failure to attend a class does not cancel the enrollment and refunds will not be issued.
- Refunds of \$25 or less will only be credited to the household TRA account.
- NSF cheques are subject to an additional \$25 fee.



QUESTIONS?

Call: 403-241-6402

Email: customerservice@tuscanyclub.ca