

## REGISTRATION POLICY

\*Waiver Form - A waiver form must be completed by all participants or guardians if under the age of 18 before stepping on the ice for any Canlan program.

\*Withdrawal & Program Credit Requests: Medical Reasons- If a participant is unable to take part in a program due to a medical reason, the participant will need to provide a doctor's note. The participant will receive a refund, pro-ration will apply and an Administration Fee will not be charged. This must be approved by the Program Manager. If a participant must withdraw due to any other reason a pro-rated credit will be applied to their account and an admin fee of \$25 will be charged.

\*Missed Class (es) - In the event that a customer is unable to attend a class (es), Canlan Ice Sports regrets that makeup class (es) will not be offered.

\*Program Cancellations - Canlan Ice Sports may in its absolute discretion, cancel any program or registration at any time. In the event that a program is cancelled by Canlan, every effort will be made to accommodate the participant in another program. If there is no other programs which are satisfactory to the participant, a full refund will be provided and an Administration Fee will not be charged.

\*Restrictions - At Canlan Ice Sports we make a conscientious effort to ensure that all participants are registered in a program that reflects their skill level, commitment and ability. It is recommended that you contact the Programs Team to register in the program that is appropriate for your needs in order to ensure a fun, positive and safe experience.