



Cowichan Valley Regional District Program Registration Policies & Guidelines

Uh-oh, we had to cancel:

Regrettably, if a minimum number of registrants is not met, we may have to cancel or combine classes due to insufficient registration. These decisions are made prior to the course start date. Please register early to avoid disappointment. A 100% refund is granted when we cancel a program. When a class has been cancelled due to instructor illness or weather conditions, a class will be added on at the end of the session. If this is not possible, a credit will be placed on your account in the amount of the class missed.

Sorry, the course is full:

If a program is full, please ask staff to put your name on our waitlist. Staff reviews these lists continually and we will do our best to accommodate those waitlisted.

Customer Satisfaction:

We care about your experience in our programs. Please contact our Programmer directly to discuss any questions, comments, or concerns that you have with our recreation programs.

Extended Illness / Injury:

In cases of extended illness or injury, a prorated refund or credit may be granted upon provision of a medical note.

Missed Classes:

Classes missed due to sickness, vacation, or other reasons will not be refunded or credited.

Oops, changed your plans?

A credit in the form of a gift card or a refund will be issued if we receive withdrawal notification 1 week prior to the course start date. If less than 1 week's notice is given, no refund or credit will be issued. In the case of week-long camps, we require notification 2 weeks in advance of the program start date. There may be other exceptions to these guidelines. In some cases, these exceptions will be noted in the individual course description.

Refund Fee:

All program refund requests are subject to a \$5 administration fee, unless otherwise noted in the individual course description.

Non-Sufficient Funds:

An administration fee of \$5 will be charged on all N.S.F. payments.

All program and admission fees include all applicable taxes.