



# **REFUND POLICY OF THE AQUATIC SECTOR OF THE TOWN OF TÉMISCAMING**

## **1. NON REFUNDABLE CONDITIONS**

- 1.1. When mentioned specifically « NON REFUNDABLE », there are no refunds.
- 1.2. In the case of expulsion, suspension or any other interdictions, there are no refunds.
- 1.3. Membership cards and public swimming membership cards are not refundable.

## **2. GENERAL CONDITIONS**

- 2.1. In order to receive a refund you must present the original receipt. If not possible, a written, signed and dated request must be provided.

You may submit your request at:

Le Centre  
20, rue Humphrey  
Témiscaming (Québec) J0Z 3R0

- 2.2. All reimbursements are subject to administration fees.
- 2.3. Fixed rates, such as books, certification expenses, credit cards expenses, etc are not refundable.
- 2.4. Refund includes applicable taxes.
- 2.5. Refund is calculated according to the percentage or the number of remaining courses, starting from the date of the written request.

**EXAMPLE**

Amount paid by the client:	113 \$	
Fixed rate to be deducted:	-13 \$	(ex. : book)
% used from the activity to be deducted (starting from the request date):	-60 \$	(written request after the 6th course based on 10 courses)
Administration fees to be deducted:	-10 \$	
	<b>30 \$</b>	

In the event that the Town of Témiscaming must cancel a course due to circumstances out of their control, the customer will receive a full refund.

**3. COURSE REGISTRATION**

(Aqua fitness, aqua therapy, swimming)

3.1. The refund request date is the one that determines the number of courses or the percentage of the activity to be reimbursed.

3.2. Upon receipt of a written request, all refunds of 10 \$ or less is paid immediately in cash.

**4. TRAINING COURSES**

(Bronze medallion or cross, first aid, NLS)

4.1. A participant can ask for a refund during the 1<sup>st</sup> half of the course. After this time, no refund is given.

**5. SWIMMING POOL RENTAL**

5.1. Any users who rent the pool are not entitled to a refund for the time not used, unless the Town of Témiscaming must suspend the activity.

5.2. In the event that the Town of Témiscaming must cancel an activity, the said period will then be postponed to a later date or reimbursed without any fees, if the case may be.