

Cancellation/Refunds/Transfers Policy

Memberships

1 Month Membership:

There are NO CANCELLATIONS, REFUNDS, and/or CREDITS available on 1 month membership purchases. Patron will have access to the facility for 1 month after date of purchase.

Auto-Renewing Memberships:

Memberships can be cancelled with 30 days written notice. Confirmation of cancellation and last date of facility access will be sent out to the patron once the request has been processed.

Fusion Membership:

Memberships to the Fusion Youth Centre may be restricted, suspended, or cancelled by the Town of Ingersoll staff at any time without notice and without reimbursement. In the same manner, parents/guardians can restrict, suspend or cancel their child's membership at any time by calling 519-425-4386 or visiting the centre. Memberships cancelled or suspended by parents/guardians will not be reimbursed for any reason.

Registration

Sessional Programs:

Cancelling BEFORE session starts entitles patrons to a REFUND minus a \$20 admin fee. Cancelling AFTER session starts (as defined by minimum 1 class occurred) entitles clients to CREDIT ON ACCOUNT minus \$20 admin fee AND minus the cost of services provided/classes attended. We will do our best to accommodate all transfer requests based on course availability, course pre requisites and instructor availability. Patrons are responsible to cover the difference in price for all transferred courses. All remaining balances will be left on the clients account after transfer.

Daily Programs:

Programs become available 7 days in advance. Refunds are not available due to the limited number of programming and participant spaces; credits/transfers are available as long as the registration is still open, please call 519-425-1181 X0.

Birthday Party:

Birthday Party cancellations with at least 72 hours' notice are entitled to a full refund. Patrons who have booked a party are responsible for payment of the party with less than 72 hours' notice, unless the space or time can be sold in another booking.

Point of Sale

Point of Sale:

All sales are final unless refund is required due to administrative error; there is no exchanges available for product sales.

Scheduling/Bookings

Private Bookings:

Private facility bookings with at least 48 hours' notice of any cancellation are entitled to a refund. Patrons with private bookings are responsible for payment of the booking with less than 48 hours' notice, unless the space or time can be sold in another booking.

Regular User Groups:

'Regular User Group' bookings must have 7 days' notice of any cancellations. User groups are responsible for payment of the booking with less than 7 days' notice, unless the time can be sold to another user.