

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.

Registration:

We have a limited number of programs per week, and a limited number of participant spots per program. Programs become available 7 days in advance. Refunds are not available; credits/transfers are available as long as the registration window is still open, please call 519-425-1181 X0.

Point of Sale:

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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.

