

Cancellation/Refunds/Transfers Policy

Memberships

1 Month Membership:

One-month memberships are non-refundable, non-transferable, and non-creditable. Additionally, cancellations are not permitted for 1-month memberships. Upon obtaining a one-month membership, patrons will enjoy access to the facility for the entire month, starting from the date of purchase.

Auto-Renewing Memberships:

Patrons can request cancellation by submitting a **written notice at least 30 days before the renewal date**. To initiate the cancellation process, the patron must complete and submit a Cancellation/Change Form. Confirmation of cancellation and last date of facility access will be emailed 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 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:

If patrons cancel before the session commences, they are eligible for a refund, with a \$20 administrative fee deducted. In the event of a cancellation after the session has started (defined by a minimum of one class having occurred), patrons are entitled to a credit on their account, minus a \$20 administrative fee and the cost of services provided or classes attended. We will make efforts to accommodate transfer requests, considering course availability, prerequisites, and instructor availability. Patrons are responsible for covering any price difference for transferred courses, and any remaining balances will be retained on the client's account after the transfer.

Daily Programs:

Programs are accessible seven days before their commencement. Refunds cannot be issued due to the limited availability of programming and participant spaces. However, credits or transfers are an option, provided that registration is still open. For further assistance, please contact us at 519-425-1181, extension 0.

Birthday Party:

If Birthday Party cancellations are made with a **minimum of 72 hours notice**, patrons may be eligible for a refund, minus a \$20 administrative fee. Patrons who have scheduled a party are required to cover the payment if the cancellation occurs with less than 72 hours notice.

Point of Sale

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All sales are considered final, except in cases where a refund is necessary due to administrative error. There are no exchanges available for product sales.

Scheduling/Bookings

Private Bookings:

Private facility reservations canceled with a notice of at least 72 hours are eligible for a refund. Patrons holding private bookings are obligated to make the payment if the cancellation occurs with less than 72 hours' notice.

Regular User Groups:

Cancellations for 'Regular User Group' bookings require a 7-day notice. User groups are accountable for the payment of the booking if the cancellation occurs with less than 7 days' notice