



Program Registration Policies and Information

- Programs will be cancelled due to insufficient registration. If the minimum number of paid registrants has not been met as of the registration deadline, the program will be cancelled. An alternate program (if space is available) or a full refund will be offered to those registered in a cancelled program.
- **NEW THIS YEAR** ... the program registration deadline is **BEFORE** the program start date. For example, the registration deadline for Fall programs is Friday, September 10. Programs begin Monday, September 13.
- **Payment is due in full at registration.** A space in the program is not guaranteed until payment is received in full. Players are not permitted to attend a program until the program fee has been fully paid. An unpaid registrant will lose their space once the program is full and additional participants wish to register.
- Payments can be made by credit card (Visa, Mastercard or American Express), personal cheque, debit card or cash. NSF or other refused forms of payment will incur a charge of \$20.00 plus HST per item.
- Program Refunds: To qualify for a refund, withdrawal requests must be received BEFORE the second session of a program. For example, if a program is held on Wednesday, the refund request must be received no later than Tuesday on the second week of programming. Refund requests must be emailed, before the refund deadline, to the General Manager at gm@sjta.ca

Refunds will be processed for the full amount of the fee paid, less an administrative charge (10% of the program fee to a maximum of \$50).

- Club credit or partial refunds will be provided to participants who must withdraw from a program for the remainder of the term for medical reasons. These requests must be accompanied by a doctor's note confirming the participant's inability to continue in the program. Requests must be submitted by email to the General Manager (gm@sjta.ca). Final approval is at the discretion of the General Manager.