



Nov, 2016 - Version 3.1

Request for Transfer or Withdrawal

Client Information

Full Name (Parent) _____
Child's Full Name: _____
Contact Email: _____
Current Program: _____

Type of request

- TRANSFER REQUEST** - Subject to availability and in same term only. A \$15.00 (+hst) admin fee applies and any additional classes in the new program are charged at current program rate (\$18.00+HST per class/\$16.50+HST for Members).
Preferred new program: _____
Day of new program: _____ Time of new program: _____
- WITHDRAWAL REQUEST** - Available prior to the 4th scheduled class in a program. A pro-rated credit minus a \$15.00 (+hst) admin fee will be placed on the client's account, which will be valid for a period up until 1-year. (*Excludes camps*)

Reason for request

- Medical Nap time change Other: (please list)
 Scheduling conflict Not satisfied with program (We'd love to hear your detailed feedback)

Feedback:

Acknowledgement

- YES**, I have read and understood the full terms and conditions and hereby submit my request. I understand that my request will be subject to an administrative fee as outlined under the sales terms and conditions (\$15.00 for programs, workshops and special events, \$50.00 for camps, +HST) which will be charged directly to my credit card on file.

Clients Signature _____ Date _____

Please email or drop-off your request to the location you are enrolled at:

DANFORTH - danforth@oaksnacorns.com or oaks 'n acorns - 1856 Danforth Avenue – Toronto – ON - M4C1J4
JUNCTION - junction@oaksnacorns.com or oaks 'n acorns – 3217 Dundas St W – Toronto – ON – M6P2A2

Office Only

Received by _____ Date received _____



TERMS AND CONDITIONS OF TRANSFER AND WITHDRAWAL REQUESTS

Programs, Classes and Workshops

TRANSFER / WITHDRAWAL POLICY

**Excludes camps*

Withdrawal from a program (already started)

No refund will be given. Withdrawal request will be accepted prior to the start of the fourth scheduled class. A \$15.00 (+hst) administrative fee applies, and a pro-rated credit will be placed on the clients account for any post-dated classes remaining in the term. Credits are valid for a period up to 1-year. *No credit or refund is given on unused classes or eligible makeup classes; client can still use these within set term.*

Transfer into another program

Customers can transfer into another program prior to the start of the fourth scheduled class. A \$15.00 administration fee applies and any additional classes in the new program transferring into are due at current program cost (\$18.00+HST per class / \$16.50+HST for Members).

Camps

TRANSFER / NON-ATTENDED DAYS

Transfer into another camp

Clients can request a camp transfer prior to the original start date of camp, where spots are still available, subject to a \$15.00 transfer fee (+hst). The camp transferring into must be within 6 months and is based on availability.

Non-attended / partial attended camp days

Camp days not attended or only partially attended will not be refunded, credited nor will any makeup camp day be given. This includes missed days due to sickness (*A credit valid for another camp day may be considered if a written request is sent 24-hours before the scheduled camp day, a \$15+hst transfer fee will apply if request is granted*).

Please note that oaks 'n acorns Inc. reserves the right to terminate the registration of any camper if, in the opinion of the Manager, it is in the best interest of the camper and / or camp. If oaks 'n acorns terminates a camper's registration, a pro-rated credit will be issued.

Membership and play passes

All purchases are final. No transfers or refunds on memberships and play passes. Memberships are valid for a max of 365 days from date of purchase (excludes promotional memberships). Play passes are valid for 4-months from date of purchase. Expired memberships and play passes are void. All memberships and play passes whether purchased or received holds no cash value.

Party Bookings

A \$100.00+HST non-refundable deposit is required at time of booking to secure requested date and time. Party re-scheduling will only be permitted up until 30 days prior to original booked date and is subject to availability. Requests must be submitted in writing. Re-booking must occur within 12 months of originally booked date. No refunds, credits or transfers will be allowed on the non-refundable party deposit.

Additional Terms and Conditions

oaks 'n acorns Inc. reserve the right to cancel or reschedule a class due to low enrolment, instructor illness, or other reasons beyond our control. Customers will be noticed immediately and offered a makeup class or refund without penalty. oaks 'n acorns Inc. reserves the right to remove a class participant due to improper behavior or the child's ability to properly participate in a safe manner deemed by oaks 'n acorns instructor or manager. Participants may also be asked to leave if they are impeding the ability of other participants to enjoy the class. oaks 'n acorns Inc. reserves the right to not allow participant into a class when arriving more than 1- minutes after the start of class.