



Muttart Conservatory  
John Walter Museum  
John Janzen Nature Centre

Edmonton

## Attractions Registered Program Cancellation Policy

Before you register in a program with the Muttart Conservatory, John Janzen Nature Centre and John Walter Museum please be aware of the cancellation policy regarding withdrawals, transfers, refunds and absences. Please call 311 if you need to withdraw or transfer your participation in your registered program in the event you are unable to participate.

### The following stipulations apply to any withdrawals, transfers and refund requests:

- The program fee or an administration fee will not be charged for registrations canceled up to 15 days prior to the program start date. The full amount of the program fee will be credited to your MoveLearnPlay account\*. Please contact 311 to withdraw or have the option to transfer into another program (subject to availability).
- Registrations canceled 14 days prior and up to 72 hours notice of the program start date will be charged an administration fee of \$10. The full amount of the program fee minus the \$10 administration fee will be credited to your MoveLearnPlay account\*. Please contact 311 to withdraw from the program and receive 100% refund of the program fee (minus the \$10 administration fee) or transfer into another program (subject to availability) and be charged a \$10 administration fee.
- Cancellations that occur with less than 72 hours notice of the program start date will forfeit the full program fee. We run programs on a cost recovery basis and are subject to a minimum enrollment.
- Transfers will only be accepted if the programs are able to run based on the set minimum enrolment number.

*In the case of special circumstances or unforeseen emergencies we will strive to accommodate requests if and when possible.*

**Missed classes, make up classes, and missed class refunds** will not be provided if a session is missed once programs are in progress. Registered Program Cancellations by the Muttart Conservatory, John Janzen Nature Centre and John Walter Museum reserve the right to substitute instructors, cancel, combine, or reschedule advertised programs if necessary. Whenever possible, except in the case of emergencies, staff will notify registrants 3 business days prior to the course start date if the course is canceled or changes are necessary.

If a course is canceled a credit of the full program fee will be issued to your MoveLearnPlay account\* or individuals may be transferred into another available program (subject to availability and any difference in program fees will be assessed). If a refund is preferred you may email [myaccount@edmonton.ca](mailto:myaccount@edmonton.ca) or call 311.

\* If a refund is preferred you may email [myaccount@edmonton.ca](mailto:myaccount@edmonton.ca) or call 311. Please be in touch with [attractionsexperiences@edmonton.ca](mailto:attractionsexperiences@edmonton.ca) if you have any questions or concerns.