

Outdoor Adventure Experiences – Registered Program Withdrawal Policy

This policy outlines withdrawals, transfers, refunds, and absences for Outdoor Adventure Experiences registered programs.

Withdrawal and Transfer Requests

Contact 311 for any withdrawal or transfer requests.

- A. **15+ days** before the course starts: **Full course fee credited** to the MoveLearnPlay account.
- B. **4-14 days** before the course starts: **\$10** administration fee applied; remaining fee credited to MoveLearnPlay.
- C. **Within 72 hours** of the course start: **Non-refundable**.

Transfers

Programs run once the minimum enrollment is met. Transfers **4 to 14 days prior** can only be arranged if the program being transferred from meets its minimum enrollment. Participants understand that the program they transfer to will only run if the minimum enrollment is met.

Please email cms.outdoorprograms@edmonton.ca before requesting a transfer.

Absences

Make-up classes and refunds for missed sessions will not be provided once programs are in progress.

Refunds

Online payments may be refunded immediately. If a credit was issued but a refund is preferred, email myaccount@edmonton.ca or call 311.

Program Cancellations by Outdoor Adventure Experiences

Programs may be cancelled, combined, or rescheduled. We strive to notify participants at least **three (3) business days** before the start date in the case of a change. If a program is cancelled due to weather advisories (issued by Weather Canada) or temperature limitations, our Program Coordinator will collaborate to transfer participants to a like program at no additional cost. If a program is cancelled and no like program is available, or a new date does not work for participants, then the full fee will be credited back to their MoveLearnPlay account. Once credited to their account, participants can request funds back to the original method of payment for the program.

For questions or concerns, contact cms.outdoorprograms@edmonton.ca.