Payment and Withdrawal Policies

Regular Session 2020-21

CANADA'S ROYAL WINNIPEG BALLET
RWB SCHOOL
RECREATIONAL DIVISION

Payments

Payments can be made by credit card or by e-transfer until such time as the RWB building is open to the public. After this time, payments can be made by cash, debit, credit card, e-transfer, certified cheque, and money order. Personal cheques will not be accepted. Patrons paying by cash and/or debit and/or e-transfer must pay in full. When applicable, payment plans may be arranged by credit card ONLY. Patrons are responsible for updating their payment information with School Office staff. Notification of a change to credit card number or other information must be given in advance of payment date; if a scheduled payment is declined, a NSF (non-sufficient funds) charge of thirty-five dollars ($35) will be applied.

Insufficient Funds & Outstanding Accounts

There will be a thirty-five-dollar ($35) charge for all NSF/Outstanding Accounts. Patrons will be notified about the NSF/Outstanding Accounts by phone, email, or mail. Payment in full, including the NSF/Outstanding Account charge, will be due before the student's next class. **Within one week of notice, the student will not be permitted to attend class until payment is received.**

Registration Fee

The twenty-five-dollar ($25) Registration Fee is non-refundable.

Payment Plan Fee

The twenty-five-dollar ($25) Payment Plan Fee is non-refundable.

Boys Tuition

Male students ages 3-15 as of December 31, 2020 are eligible to receive tuition at a subsidized rate. Subsidized boys' classes are non-refundable, and no additional discounts may be applied.

Withdrawals

Withdrawal policies are in effect from the date on which a student's registration is submitted. Withdrawal Notices must be submitted *IN WRITING* to the attention of:

The Royal Winnipeg Ballet
Attn: Recreational Division Registrar
380 Graham Avenue
Winnipeg, MB R3C 4K2
school@rwb.org

Withdrawal Notices must include the date of withdrawal, name of the class/program from which the student is withdrawing, and the reason for withdrawal.

Throughout the duration of the program, should any changes occur in a student's medical situation which may jeopardize their well-being or that of others, the student may be referred to the RWB Medical Team for assessment. Upon medical assessment, it may be recommended that the student be withdrawn from the program.

Refunds

Refunds must be processed with the same tender in which the class was purchased (e.g. the same credit card must be used to issue a refund made from a credit card purchase). If the same credit card is unavailable, the School Office will request a cheque requisition, which may take 6-8 weeks to process. Refunds of payments by cash or debit will be provided by cheque – no cash refunds will be provided.

Class Refund Eligibility

Classes not running due to statutory holidays, or that students do not attend because of illness or scheduling conflicts, are not eligible for refund.

COVID-19

Please refer to **New* Programming Policies Regular Session 2020-21.

Payment and Withdrawal Policies

Regular Session 2020-21 *(continued)*

Refund Schedule

On or before October 15

Full refund for class withdrawals, with exception of the Registration Fee and Payment Plan Fee (if applicable). All refunds will be subject to an additional twenty-five-dollar ($25) Withdrawal Fee per class.

October 16 or later

No refunds will be issued.

On or before February 1

Movers & Shakers 2 ONLY:
Full refund for class withdrawals, with exception of the Registration Fee and Payment Plan fee (if applicable). All refunds will be subject to a twenty-five-dollar ($25) Withdrawal Fee per class. No refunds will be issued after February 1.

ExplorAbility

Withdrawal Notices may be approved at any point in the ExplorAbility program. Refunds will be pro-rated per class.

Withdrawal due to exceptional circumstances

Withdrawal Notices may be approved for a quarterly pro-rated refund if:

a. There is a medical reason (must provide doctor's note dated on or before the Withdrawal Notice) OR
b. The student is moving outside of reasonable travel distance to the RWB Building (must provide proof of address).

Supporting documentation is required in both instances, and the quarterly pro-rated refund will be determined based on the date the documentation is received by the RWB School Office. **If the withdrawal is for medical reasons, the Withdrawal Notice must be supported by a doctor's note dated on or before the date of the Withdrawal Notice and outlining the medical reason for the withdrawal.**

Refunds will not be approved if a student attends classes after the date on the Withdrawal Notice.

All approved refunds will be subject to a twenty-five dollar ($25) Withdrawal Fee per class. In all instances, the Registration Fee and Payment Plan fee (if applicable) will not be refunded.

Pro-rated refunds will be determined based on the date the Withdrawal Notice is received by the RWB School Office and cannot be backdated for any reason.

- Withdrawal during Quarter 1: 75% refund (October 16-November 9)
- Withdrawal during Quarter 2: 50% refund (November 10-December 16)
- Withdrawal during Quarter 3: 25% refund (December 17-February 1)
- Withdrawal during Quarter 4: NO REFUNDS after February 1 for any reason

Class Changes

Request Form

Students wishing to make a class change must submit their request through the School Office. With the assistance of the School Office staff, a Class Change Request Form will be completed and forwarded to the appropriate teachers for review before going to the Recreational Division Principal for authorization. One Class Change Request Form must be completed per class. The RWB School reserves the right to refuse class change requests.

On or before October 15

No additional fee charged for processing class change requests.

October 16 or later

A Class Change Fee of twenty-five dollars ($25) will be charged per class changed. Upon approval, fees must be paid before the class change can take effect.