

PAYMENT AND WITHDRAWAL POLICIES

Regular Session 2023-24



Payments	Payments will be accepted by debit, credit card, e-transfer, certified cheque, and money order. Personal cheques will not be accepted. Patrons paying by 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, inactivated cards, or other information must be given in advance of payment date.
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 of NSF/Outstanding Accounts, students will not be permitted to attend classes until payment is received.
Registration Fee	The twenty-five-dollar (\$25) Registration Fee is non-refundable.
Safe Community Fee	The twenty-five-dollar (\$25) Safe Community Fee is non-refundable.
Payment Plan Fee	The twenty-five-dollar (\$25) Payment Plan Fee is non-refundable.
Boys* Tuition	Male* students ages 6-15 as of December 31, 2022, are eligible to receive tuition at a specialized rate. No additional discounts may be applied to 3-5 years classes and boys* classes at the specialized rate. <i>*The RWB invites interest from male-identifying, two-spirit, and/or gender diverse people in Boys* programming and School programming at large. An RWB registration professional will help place students in the classes they will be most comfortable in and will work with families on customized pricing solutions.</i>
Withdrawals	Withdrawal policies are in effect from the date on which a student's registration is submitted. Withdrawal Notices must be submitted in writing via email to: <p style="text-align: center;">school@rwb.org Attn: Recreational Division Registrar</p> 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 students' medical situation which may jeopardize their well-being or that of others, students may be referred to the RWB Medical Team for assessment. Upon medical assessment, it may be recommended that students be withdrawn from the program.
Refunds	Credit card refunds will be processed using the same credit card with which the class was purchased. If the same credit card is unavailable, the School Office will request a cheque requisition for refund which may take 6-8 weeks to process. Refunds of payments made 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, classes cancelled under circumstances of force majeure, and classes that students do not attend because of illness or scheduling conflicts are not eligible for refund.

PAYMENT AND WITHDRAWAL POLICIES *(continued)*

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Refund Schedule

Withdrawal on or before October 15	Full tuition refund for class withdrawals. In all instances, the Registration Fee, Safe Community Fee, and Payment Plan fee (if applicable) are non-refundable. All class withdrawal refunds will be subject to an additional twenty-five-dollar (\$25) <u>Withdrawal Fee per class</u> .
Withdrawal October 16 or later	No refunds will be issued.
Withdrawal on or before February 1 for M&S2	Movers & Shakers 2 and Movers & Shakers 3 ONLY: Full tuition refund for class withdrawals. In all instances, the Registration Fee, Safe Community Fee and Payment Plan fee (if applicable) are non-refundable. All class withdrawal refunds will be subject to a twenty-five-dollar (\$25) <u>Withdrawal Fee per class</u> . No refunds will be issued for Movers & Shakers 2 after February 1 or Movers & Shakers 3 after April 18.
Withdrawal on or before April 18 for M&S3	
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.

Refunds will not be approved if a student attends classes after the date on the Withdrawal Notice. All class withdrawal refunds will be subject to a twenty-five-dollar (\$25) Withdrawal Fee per class. In all instances, the Registration Fee, Safe Community Fee, and Payment Plan fee (if applicable) are non-refundable.

Pro-rated refunds for withdrawals due to exceptional circumstances 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. A completed Class Change Request Form will be submitted 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.