

GNAG Terms & Conditions

Refunds:

Refunds will be given up to one full week in advance of the program / class / workshop start date. Pro-rated refunds will be given with a medical certificate should a refund be approved. There is no fee for a refund made to your GNAG account, which you will have 2 years to use. There will be a \$25 administration charge on all refunds made to your credit card or in cheque form. Memberships for indoor playground, school walkovers, pottery studio and fitness memberships and tickets are NON- REFUNDABLE. There will be no refunds for tickets to our events. There will be no refunds after the program mid-point. Please send a detailed email to info@gnag.ca or call us at 613-233-8713 if you would like a refund.

Summer Camps:

Refunds are available if we receive at least one week's notice for each week of camp activity: one week's notice for a one-week camp; two weeks' notice for a two-week camp; three weeks' notice for a three week camp (notification falls within a standard business day - before 5 pm). Over night camping camps require one month's notice. A \$25.00 administration charge applies on all immediate refunds, but we can put a credit on your GNAG account at no charge (you will have 2 years to use the refund). If you wish to transfer camps the same notification time is required.

Cancellations:

Unfortunately, some programs may be cancelled due to insufficient registration; in such cases, a full refund will be issued or you can opt for a GNAG credit. We make every effort to make decisions on these programs one week prior to the start date. To avoid disappointment, register early and get your friends to join too!

Discounts:

A 10% discount is given to seniors, 65 years and older, and families who register for three or more courses (Breakfast Club, Quest-4- Fun, P.A. days, school breaks, tickets, workshops, camps, all drop-in programs and memberships are excluded). Please note special rates for Q4 participants. If you wish to receive your discount please notify GNAG via email upon registration.

Waiting Lists:

If a course in which you are interested is full, you have the option of making another course selection, or being put on a waiting list. You will have the opportunity to put your name on a waiting list while registering for camps.

Event Tickets:

Tickets for our events are non-refundable.

Privacy and Marketing Policy:

GNAG respects the right to your personal privacy. We endeavour to handle and store your personal information in a secure manner, and to protect it from unauthorized access or disclosure. We do not share information with other organizations, nor do we sell customer lists.

We will use your profile email to make course changes / cancellations regarding your specific registrations.

At the time of your profile creation we will ask your permission to contact you to:

- provide information for our program and marketing decisions
- communicate with you about upcoming registration / courses / promotions
- generate program attendance.

If you have any questions regarding our privacy policy, please do not hesitate to contact us at 613-233-8713.

Waivers:

By registering in any of our programs, camps, events, workshops etc. you agree to the following:

I and my heirs do voluntarily waive and release each and every right or claim or damages we and each of us have against the Glebe Neighbourhood Activities Group and / or the Corporation of the City of Ottawa, their agents or representatives for any and all injuries, accidents mishaps howsoever occasioned.

Out-trips:

Our camps and PA Days take out-trips, generally we travel by school bus but occasionally we travel by public transportation. We try our best

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to indicate these outings ahead of time, but occasionally we will go on unscheduled out-trips. Please talk to your instructor or counsellor if you would like to discuss the out-trips.

Taking photos and videos:

We like to take pictures of our programs in session. We like to include photos of our participants in our community guide, on our website, in social media and in promotional material. We reserve the right to use photographs and videos of our programs and special events for promotional purposes unless indicated otherwise.