

Refunds, Credits and Transfers

Notification required:

At least 1 week's notice in advance of the program / class / workshop start date.

1. Within notification period:

Refund with 7% admin fee or credit on GNAG account with no fee.

2. Less than notification period:

Refunds or credits on GNAG account will not be issued.

3. Change your mind?

Notify us first! We can help. A transfer requires the same period of notification.

Pro-rated refunds will be given with a medical certificate should a refund be approved. Emilie's classes, 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 Camp Refunds and Transfers

Notification required:

At least 2 week's notice for each camp, 1 month notice for sleep-over camps.

1. Within notification period:

Refund with 7% admin fee or credit on GNAG account with no fee.

2. Less than notification period:

Refunds or credits on GNAG account will not be issued.

3. Change your mind?

Notify us first! We can help. A transfer requires the same period of notification.

Cancellations:

Unfortunately, some programs may be cancelled due to insufficient registration; in such cases, a full refund will be issued (with no admin fee) 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, PA Days, school breaks, Bridge, Get Up & Go, Dante Book Club, 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. Please use your best email and phone number as sometimes you will be only given one call to decide.

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 info@gnag.ca.

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 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.

WAIVERS**HEALTH & SAFETY, PERMISSION TO PARTICIPATE, ASSUMPTION OF RISKS, WAIVER OF LIABILITY & INDEMNIFICATION OBLIGATION****Health & Safety:**

When children from multiple families attend a single day camp, there is an increased risk of the COVID-19 virus coming into the camp. Children who are infected with the

COVID-19 virus are more likely than adults to have a very mild infection, or to have no symptoms at all. Nevertheless, these children can still transmit the infection to other children and to adults in the camp. This means that children can bring home an infection acquired in the camp and put other persons at risk. GNAG has a screening process to help detect infections when there are symptoms, however this screening process cannot detect infected children or adults who are asymptomatic at the time of the screening.

The risk of serious COVID-19 infection increases with age, which older day camp staff should consider in terms of the risk to themselves, particularly if working in camps with children from multiple families. This caution also applies to those persons of any age who have chronic medical conditions that may put them at increased risk for serious illness with COVID-19 infection.

Please read carefully, by agreeing to this document, you will be assuming risks and waiving certain rights.

Permission to participate:

I, as the parent or legal guardian of the participant registered in this camp, confirm that this individual is a minor pursuant to the *Age of Majority & accountability Act*, and provide permission for them to participate in the program or activity noted in the registration.

Assumption of Risk and Waiver of Liability:

I fully understand that the program or activity in which I have enrolled the participant may involve risk, dangers, and hazards that all participants are required to assume including but not limited to some risk of personal injury caused by physical activities or other participants. Understanding this, I hereby accept on behalf of the participant all risks, dangers, and hazards as well as the possibility of personal injury or other loss resulting from the participant's participation in this program or activity. I agree to release, waive, and discourage the Glebe Neighbourhood Activities Group, as well as its employees, officials, agents, and volunteers, from all liability to me, and to the participant, and to my heirs, executors and administrators, that we have, or may have in the future, for all loss or damage and from any claims or demands for such loss or damage on account of personal illness, injury, and damage including death or property loss, however caused, as a result of the participant's participation in this program or activity.

Indemnification:

I hereby agree to indemnify and save harmless the Glebe Neighbourhood Activities Group, including but not limited to, its employees, officials, agents, volunteers and Board of Directors from any and all liability for any property damage or personal injury to any third party resulting from the participant's participation in this program or activity. I agree with and understand the terms of the permission to participate, the assumption of risk, the waiver of liability, and the indemnification set out above. I have read and am aware of the serious risk of COVID-19.

