



Cancellation/general policies

It is the parent's/participant's responsibility to familiarize themselves with all policies.

*The term "parent" is loosely used to designate any adult acting as the main caregiver-legal guardian.

*The term "child" is used to designate any youth that is attending the activity.

- Booking fees must be paid in full AT LEAST 48 hours prior to the scheduled first session. Failure to do so will result in the registered participant losing it's spot to attend. Fees can be both paid online or offline.

- Full reimbursement-refund is only possible upon written cancellation requests (by email) AT LEAST 72 hours prior to the first scheduled session. A 50% reimbursement-refund will be offered 48 hours before the first scheduled session.

- Any cancellation request that falls under the mark of 48 hours before the first scheduled session is not subject to any reimbursement, refund or credit in any fashion.

- Attendance is a personal responsibility and no reimbursement-refund nor credit will be issued at any time, for any reason, if the participant misses a session.

- It is mandatory that the release form/waiver of liability be fully filled in, signed and handed to the instructor upon arrival on the first scheduled session. Failure to do so will result in the participant not being permitted to attend the activity. No reimbursement-refund-credit will be issued if this situation should arise. Printed copies will be available on the first session should the parents/participants forget their copy or be unable to provide a printed copy themselves.

- It is at the instructor's discretion to remove any child/participant from the activity that displays signs of aggression, bullying or any other type of behaviour that is deemed inappropriate and/or negatively impacts the activity. If this should occur, parents will be notified at once and no reimbursement/credit will be given, in any capacity. There will be no exceptions to this policy.

-Fotorando reserves the right to postpone sessions if needed. Sessions will not be cancelled, only postponed. Fotorando reserves the right to use an alternate location for sessions if the scheduled location should become unavailable or unsafe. If either situation should arise Fotorando will notify parents as soon as possible.

-If for whatever reason Fotorando is obliged to cancel an entire course, full refunds will be issued.

- Drop ins are not permitted.