



Bowen Island Arts Council Cancellation Policy

REFUND POLICY

POLICY OBJECTIVE:

The purpose of this policy is to recover administration costs associated with processing refunds for Hearth Cultural programs.

GENERAL PROVISIONS:

1. Program Cancellation

A full refund will be issued for classes cancelled by The Hearth - Arts on Bowen (pro-rated if into the session). No administration fee will apply.

2. Requests for Refunds

- a) A program refund will be issued if received a minimum of five (5) business days prior to the start of the program. The administration fee will apply.
- b) A pro-rated refund will be issued if the withdrawal occurs two (2) business days prior to the second class. No refunds will be issued after that time except for medical reasons. The administration fee will apply.
- c) Pro-rated medical refunds will be issued with a doctor's note. The administration fee will apply.

3. Administration Fee

A 10% or \$25 administration fee per program, whichever is less, will apply to the pro-rated amount for all refunds.

4. Refunds will be issued by credit to account for future use or refunded to your credit card.