



L'Arche Toronto - Cancellation and Withdrawal Information – SOL EXPRESS

Reason	Notes	You Receive....
Activity Cancellation: We may cancel an activity due to low enrolment or other unforeseen circumstances.	Every effort is made to accommodate the participants in another activity, but if not possible, a refund will be issued.	<ul style="list-style-type: none"> • a full credit or refund • no administration fees
Medical: A medical certificate (Dr's Note) is required, if participant is not able to attend the program and would like to withdraw.	Request must be made BEFORE mid- way point of the activity.	<ul style="list-style-type: none"> • a pro-rated refund • no administration fees
Activity Withdrawal Within Two weeks into the activity sign up date.	Requests must be made at within two weeks of the program start date.	<ul style="list-style-type: none"> • a refund minus costs of classes attended. • Administration fees of \$75
Activity Withdrawal Without notice during Activity.	We receive notification of withdrawal with less then 2 Weeks notice after activity start date.	<ul style="list-style-type: none"> • a 50% refund, less administration fees of \$75
Activity Withdrawal After Activity starts, no participation, and no notice.	Once an activity has started with no attendance or request for withdrawal, a request for refund will not be accepted.	SORRY, no refund.

Participants wishing a refund must notify L'Arche Toronto in writing (e-mail to solexpress@larchetoronto.org). Non-attendance does not constitute notice of withdrawal.

Missed program session: In the event that a participant is unable to attend a class (es), we regret that make-up class (es), refunds or credits cannot be offered.

Payment: Credit card payment through MCH, cheque or money order are acceptable methods of payment for all activities.

Health and Safety: We reserve the right to ensure the Health and Well-being of all Participants. Participants will be sent home, if there is infectious illness identified that may pose a risk to other staff or Participants.

Waiver of Liability: L'Arche Toronto shall not be liable, either directly or indirectly, for any claims, or any damages, costs and expenses, including but not limited to personal injury, property damage or lost or stolen property, arising from or connected with participation in any activity contemplated by a registration, whether or not such injury, damage or loss occurred as a result of any negligence, negligent misrepresentation, breach of statutory duty, breach of the Occupiers' Liability Act and/or breach of contract on the part of L'Arche Toronto.