

EFFECTIVE DECEMBER 1/2023

GRANATIER SPORTSPLEX REGISTRATION/BOOKING POLICY

***ALL ICE BOOKINGS, PROGRAM REGISTRATIONS, & PRIVATE SESSIONS
MUST BE PAID IN FULL WITHIN 24 HOURS OF BOOKING, OR YOUR
SESSION WILL BE CANCELLED***

WITHDRAWAL/CANCELLATION:

Ice Bookings:

- All ice bookings are non refundable starting 30 days prior to your booked time. Ice times can be rebooked inside that 30 day window but no refund will be provided.
- If you need to cancel or rebook 24hrs or less before it's start, your booking will not be refundable and no credit for a rebook will be applied.
- Ice bookings can be sold to a 3rd party at your discretion, with notice to Granatier Sportsplex, to avoid cancellation or rebooking. This would be your responsibility as the booking party.

Private Sessions On-Ice (Individual or team) with a Trainer:

- If a session needs to be cancelled or rebooked you must provide 14 days notice to receive a refund or a \$100 administrative fee will be charged. If you need to cancel or rebook with 2 days or less notice, no refund or credit will be provided.
- Sessions can be sold to a 3rd party at your discretion, with notice to Granatier Sportsplex, to avoid cancellation or rebooking. This would be your responsibility as the booking party.
- If a participant sustains an injury or has an illness that prevents them from participating, they will be eligible for a credit, provided they are able to provide Granatier Sportsplex with signed documentation from a licensed medical professional.

Private Sessions Off-Ice with a Trainer:

- If a session needs to be cancelled or rebooked you must provide 14 days notice to receive a refund or a \$50 administrative fee will be charged. If you need to cancel or rebook with 2 days or less notice, no refund or credit will be provided.

- Sessions can be sold to a 3rd party at your discretion, with notice to Granatier Sportsplex, to avoid cancellation or rebooking. This would be your responsibility as the booking party.
- If a participant sustains an injury or has an illness that prevents them from participating, they will be eligible for a credit, provided they are able to provide Granatier Sportsplex with signed documentation from a licensed medical professional.

Granatier Program Offerings:

- If you need to cancel/withdraw your registration in a Granatier program, we require 14 days notice prior to the start date for you to receive a refund less a \$25 administrative fee.
- Any cancellation/withdrawal 7 days prior to the start date will result in no refund or credit being provided.
- No credit/refund will be provided for missed sessions.
- If a participant sustains an injury or has an illness that prevents them from participating, they will be eligible for a credit, provided they are able to provide Granatier Sportsplex with signed documentation from a licensed medical professional.

IN THE EVENT THAT THE SKILL LEVEL OF AN INSTRUCTIONAL PROGRAM OR CAMP ARE NOT COMMENSURATE WITH THE PARTICIPANT'S ABILITY, EVERY EFFORT WILL BE MADE TO MOVE THE PARTICIPANT TO MORE SUITABLE PROGRAMMING. IF THIS IS NOT POSSIBLE, THE PARTICIPANT WILL BE ELIGIBLE FOR A FULL CREDIT TOWARDS FUTURE PROGRAMMING, PRORATED TO ACCOUNT FOR ANY SESSIONS THAT MAY HAVE BEEN COMPLETED.