

EFFECTIVE JANUARY 1 /2025

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***

***FOR TOURNAMENT/MASS BOOKINGS PLEASE CONTACT
INFO@GSPLEX.CA FOR POLICY***

WITHDRAWL/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 10% 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.

Tournament/Mass Bookings:

- A 20% *non-refundable* deposit is required 24hrs after booking or the bookings can not be reserved.
- Ice rental must be paid in full 1 month prior to the first scheduled ice time.
- All ice bookings are totally non-refundable starting 30 days prior to the booked ice time. Ice times can be rebooked inside that 30 day window.