ISC CANCELLATION & REFUND POLICY

All refunds are subject to a non-refundable Skate Canada registration fee and administration fee totalling $100.00.

Withdrawal Before a Program Begins

Written notice of withdrawal must be received before the program's start date. Eligible refunds will be issued less the non-refundable Skate Canada registration fee and administration fee. This policy applies to all programs and seasons, including Fall School.

Half-Season Programs

All half-season programs are non-refundable once the program has started.

Withdrawal After a Program Begins

All cancellation and refund requests will be reviewed on a case-by-case basis by the ISC Executive Board.

The Board will determine whether a refund is warranted and, if approved, the applicable prorated amount. All approved refunds remain subject to the non-refundable fees outlined above.

Refund Processing

Please allow up to four weeks for approved refunds to be processed and issued.

MAKE-UP CLASS POLICY

CanSkate / Pre-CanSkate

Due to high registration numbers and to maintain the quality and safety of our programs, make-up classes are not permitted for missed sessions.

Sessions Cancelled or Changed by ISC

If ISC cancels or changes a scheduled session, a prorated credit may be issued at the discretion of the Board of Directors.