



## **CNSC ADULT RECREATION PROGRAM POLICY**

*Updated 2008*

### **Program Details:**

2 Sessions each 5 consecutive weeks, 1.5 hours per lesson for a total of 7.5 hours per session

Class maximum of 12 participants

3 levels of classes 1-Beginners, 2-Intermediate, 3-Advanced

2 disciplines – Skate and Classic

Participants will select 2 Sessions of choice (example: Level 1 classic, Level 3 skate)

### **Instructor's Responsibilities**

Be professional at all times.

### **Missed Classes:**

Contact the program coordinator with as much advance notice as possible to arrange for a substitute instructor should you be unable to attend a session.

Should a short-notice cancellation be necessary, the instructor will make every effort to contact all group members and the program coordinator and notify them of the cancellation.

Every effort should be made to make up a missed class but this may not always be possible with time constraints of the program.

Should an instructor not be able to coordinate a make up session for a missed session with the group, the coordinator will be notified of the situation and a decision will be made about how to proceed.

Should a program be partially undeliverable, the program coordinator with the input of the instructor, will determine if any refunds or credits will be offered.

Participants may not attend other classes due to their inability to attend their own session due to illness or any other reason.

### **Substitution:**

The program coordinator has a list of subs should you need one.

### **Conflicts that may arise:**

Should you have any conflict with a participant, please notify the coordinator immediately. To maintain consistent implementation of our policies across programs, we ask that you do not handle conflicts on your own. With the input of the instructor and executive, if need be, a course of action will be decided upon.

### **Participants Responsibilities**

Under no circumstances will abuse of any kind be tolerated. Should any problem arise with the program or instructor, please notify the program coordinator as soon as possible so that we may resolve the situation.

You are responsible for your trail passes as well as your equipment.

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### **Program Withdrawal:**

100% refund of program fee if withdrawal is prior to late fee deadline. Membership fee will not be refunded.

\$30 late fee will be applied to withdrawals after late fee deadline and prior to class start up. Membership fee will not be refunded.

No refunds are given once the program has started; however, we look at special circumstances on a case by case basis.