



## **HIATUS POLICY**

1. Written notice of at least 30 days is required.
  - a. If the request has been made with less than 30 days but at least 10 and is due to medical circumstances an exception can be made at the Executive Director or Membership Clerk's discretion
  - b. Regardless of circumstance, if less than 10 days' notice has been given and the hiatus is still requested, then the effective date will follow to the next subsequent month
2. Length of hiatus
  - a. is a minimum length of 2 consecutive months (60 days) in a 12 month period
  - b. is a maximum length of 4 consecutive months (120 days) in a 12 month period
  - c. can only be used once during a 12 month period
3. New Members
  - a. A hiatus request can be submitted any time after the first payment following a notification of a minimum of 30 days.

## **REFUND POLICY**

If the agency must cancel a program, then members will be given a credit voucher towards a future program or towards their membership fees. There are no administration fee charges. If the member decides to no longer participate in a program, then no refund applies.

Annual membership fees, when paid in full or through the 3-month payment plan, are non-refundable after 30 days. Membership refunds are issued within the 30 day period minus a 10% administration fee.

Another available option to members would be an extension of their membership expiry date, when annual fees had been paid in full, for up to an additional 3 months upon provision of medical evidence (ie doctor's note). This option does not include any refunds or administration fees.

Membership fees, when paid through the pre-authorized debit program, can be cancelled any time after the first payment following notification of a minimum of 30 days. This option does not include any refunds or administration fees.

Exceptions to the membership refund will be considered under extenuating circumstances (eg. the person is under doctor's orders to curtail activities, or due to illness or due to death of family member).

If a member rejoins within 5 months of having given a cancellation notice then an administrative fee of \$25 will be charged prior to reactivation.