



1. Intro

This document details the Montreal Children's Theatre's policy on class cancellation and refunds during the Fall, Winter, Spring class sessions and camps.

All classes are referred to as "theatre classes".

2. Details

Cancellations must be made in writing for all courses. Not showing up to classes does not constitute withdrawal and the full payment of the course is expected.

Please read each section to clarify.

In Person Theatre Class/Camps/Payments/Refund Policy

ALL classes are to be paid in full on registration or before the start of the course; however, we understand that for some, this is a large amount to pay out at once.

The two-payments Option - Fall one-year classes: A minimum deposit of \$550.00 is required upon registration, of which \$75 is held as a non-refundable admin fee/deposit. Payment of the balance due must be paid by December 15th of that same year.

All other courses that are less than one year in length are paid in full before the start of the course.

All Classes during the year as well as Spring and Summer camps have a minimum and maximum enrollment; should a class or camp session not meet the minimum enrollment; The Montreal Children's Theatre reserves the right to cancel. If a cancellation is made due to not meeting minimum enrollment, a full reimbursement will be issued less the \$75 fee.

By cancelling your child's registration due to medical reasons, a credit equivalent to the balance, less the \$75 admin fee, will automatically be applied to the client's account to be used for a future product. A physician's note must be provided.

The Montreal Children's Theatre has a zero-tolerance policy for inappropriate conduct. Any student, parent, or anyone accompanying, who shows a lack of respect for staff and property, as well as fellow students or instructors, will be dismissed from the course permanently with no refund.

The management team reserves the right to remove a student/camper from the group for such a time that is deemed necessary, if the student/camper disrupts the activities or if their behaviour adversely affects their safety and that of others.

In the case of a major behavioural deviation (intimidation, violence, drugs, alcohol, etc.) the parents will be contacted and will have to pick up the student/camper as soon as possible. No refunds will be granted.

The Montreal Children's Theatre reserves the right to change Instructors without prior notice.

CANCELLATION / REFUND POLICY

Cancellations must be made in writing for all courses and camps.

Please note that there is a minimum administration/cancellation fee. \$75 for in-person courses and \$50 for online-courses.

Non-attendance does not constitute notice of withdrawal. No refund will be issued for missed days.

CLASS CANCELLATIONS

Cancellation in writing one month prior to the first class–

Full refund less \$75 admin fee.

Cancellation in writing two weeks prior to the first class–

Refund minus \$150 cancellation fee.

Cancellation in writing after the 1st class–

Refund minus \$300 cancellation fee

Cancellation after 2nd class–

Refund minus \$350 cancellation fee.

Cancellation after 3rd class or more –

No refund.

CAMP CANCELLATIONS

Cancellation in writing one month prior to the first day of Camp –

Full refund less \$250 cancellation fee.

Cancellation in writing two weeks prior to the first day of Camp –

Refund minus \$350 cancellation fee.

Cancellation in writing after the 1st day of Camp–

Refund minus \$550 cancellation fee

Cancellation after 2nd day of Camp–

No Refund

In the event of another closure due to Covid-19, classes/camp will resume virtually. If your child does not wish to continue virtually, a credit of equal value of

the balance will be applied to your account towards a future course at The Montreal Children's Theatre.

Summer Camp

Summer Camp is three weeks. There is a limited space, two-week option. Our Camp expenses are paid by registrations received. Due to the different specialists we hire to run this specialty camp and the supplies needed for sets, props and activities, all funds are used towards the camp and our budget is very strict; therefore, it is necessary to have a strict policy on refunds.

Camp programs runs from 9am to 4pm. Early drop off begins at 8:30. Participants are expected to be on time. If a camper arrives before 8:30am, parents are aware that their child will be unsupervised. Campers are to be picked up at 4pm. Though we offer a late pick up until 4:30pm, we should be told in advance that you will be late. The Montreal Children's Theatre has the right to charge for aftercare (\$10/15mins/child).

The Montreal Children's Theatre is not responsible for lost or stolen property.

One-time Trial class

New students can register for a one-time free trial class. This is only offered for the first class of the session; if you register for the class after the attending the free trial, no refunds will be issued for a cancellation.

Anyone having difficulties and would like to discuss other payment arrangements can speak to the director of MCT on a discretionary basis.

****GOVERNMENT MANDATED CLOSURES:**

In the event we are mandated by the government regulations to close our school once in person theatre and classes are about to begin or have commenced.

In the event that there is another closure due to Covid-19, classes/camp will resume virtually. If your child does not wish to continue virtually, a credit of equal value to your balance towards a future course at The Montreal Children's Theatre will be applied.

We will operate all classes online until the restriction is removed.

Outstanding Credits:

All outstanding credits accumulated can be applied to any term at the Montreal Children's Theatre School. All credits are dollar for dollar. Any discounts Montreal Children's Theatre is offering during registration at any time **cannot be applied when credits are used.**

FEES / PAYMENT OPTIONS

We accept payment by CREDIT CARD, E-TRANSFER. If you prefer to pay by cheque, please deliver or mail it to the school at 6225 avenue Godfrey, Montreal, Quebec H4B-1K3

Cheques are payable to The Montreal Children's Theatre. You can also pay in Cash can be paid and a receipt will be issued.

NSF cheques are subject to a \$35 administration fee

Anyone having difficulties and would like to discuss other payment arrangements can speak to the director of MCT on a discretionary basis.

Parents are responsible for ensuring that their children attend school and camp sessions.

***There are no make up days for absentees. ***

***There are no prorated days for sick/missed days. ***

