

CENTREVILLE-CHICOPEE COMMUNITY ASSOCIATION (CCCA)



PROGRAM POLICIES

Don't be disappointed; register early to avoid cancellation of your favourite program!

Refund Policy

Refund Policy Procedures: Requested by Participants Only

- A 100% refund will be given if you withdraw from a program more than seven (7) days before the first day of the program.
- Refunds will only be given in the same form as payment made.
- Please note: If credit is left on an account, the credit will expire after three years.
- NO REFUND will be given if a request to withdraw is made less than 7 days prior to the first day of the program.
- If you have any questions please contact the city facility associated with the program.

How to Register for Centreville Chicopee Community Association Programs

Registration is accepted "in person" or "on-line". Due to space limitations, phone registration is not accepted. Payment in cash or cheque (with proper I.D.) is required at time of registration.

Registration Information

Participants must fill out and sign a registration receipt form. For participants under 18, a parent or guardian's signature is required. Please keep in mind that all programs have a limited amount of space! All programs and schedules can be subject to change in dates, times, fees and location. Programs will be cancelled if registration is inadequate. The term 'adult' program refers to 16 years and older.

Weather Cancellation

If local schools are closed due to weather conditions, all Centreville Chicopee Community Association programs will be cancelled. Effort will be made to provide makeup classes whenever possible, time and space permitting.

Unacceptable Conduct Policy

The City's Community Services Department facilities exist to provide residents with opportunities to participate in leisure and recreation activities in a safe and positive atmosphere. Visitors to the Centre are expected to behave and act in a manner that respects the rights of others so that they may use and enjoy the facilities at the Centre.

Privacy Policy

The information provided on the Centreville Chicopee Community Association forms may be shared with the City of Kitchener Staff and Program Partners. Completion of permission forms to share information is required for program participation.