

<b>Title:</b> Public Training Course, Camp and Workshop Refund Policy	<b>Category:</b> Policies
<b>Type:</b> Public Camps & Training Workshops	<b>Approved:</b> October 28, 2024 <b>Revised:</b> February 25, 2026
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**Intent**

The purpose of this policy is to provide a clear and consistent framework for handling public training course, day camp, summer camp and workshop cancellations and refunds in a fair, consistent, and transparent manner.

**Cancellation and Refund Requirements:**

1. If a participant or parent requests to cancel their registration for any reason, cancellations will be subject to an administrative charge. The amount of the administrative charge will be based on the registration fee.
2. Cancellations received less than three working days in advance of the course, camp or workshop start date are not eligible for a refund.
3. No-shows are ineligible for a refund.
4. This policy and the administrative charge for specific course, camp or workshop cancellations will be available to potential purchasers on the WDM booking webpage prior to the time of purchase and registration. The cancellation policy will also be included with the confirmation following the registration.
5. The Western Development Museum reserves the right to cancel a program at any time.
  - a. If the WDM cancels a course, camp or workshop after a registration is completed but before the course, camp or workshop starts, a full refund will be issued.
  - b. If the WDM cancels a course, camp or workshop after it has started, a partial refund will be issued at the discretion of the WDM.
6. The Western Development Museum endeavours to provide a safe and appropriate environment within the Museum. When the behavior of a course, camp or workshop participant goes against WDM safety rules, causes a disruption which interferes with the use of space by other participants, or which interferes with a staff member’s

completion of their duties, said participant may be removed from the premises and no refunds will be provided.