

 <p style="text-align: center;"><b>Policies and Procedures</b></p>	<b>Number: 9</b>
	<b>Name: Refunds for COKC Classes</b>
	<b>Developed by: Training Committee</b>
	<b>Approved by: Executive</b>
<b>Approval Date: 2010</b>	
<b>Amendment Date(s): August 2017</b>	

If a person drops out of class for any reason, and if that person requests a refund, the following guidelines will be followed:

1. No cash refunds will be given. The exception to this will be if the person is asked by COKC to leave classes for any reason. Situations will be assessed on a case by case basis.
2. Action will be taken by COKC only if the person drops out and notifies the club (instructor, assistant, registration clerk, training committee member, or executive member) BEFORE the half-way point of the class (i.e. before the third class of a six-week class).
3. If the person notifies the club prior to the half-way point of the class, the person should be advised he/she may repeat the entire class. (The person should not be advised to join the new class at the point he/she left it, but should be advised to start again at week one.) The person will be charged a pro-rated fee for the new class – i.e. if he/she attended only one class of a six-week class before dropping out, he/she would pay 1/6 of the class fee; if he/she attended two classes before dropping out, he/she would pay 1/3 of the class fee. This fee will be rounded up to the nearest dollar amount if it comes out to an uneven number, including GST.
4. The Registration Clerk should be notified of the person who is dropping out as soon as possible, so that person can be added into the next session of classes.
5. The offer to re-enrol at a pro-rated fee is good for one year only from the date of the session from which the person drops out.
6. NOTE: Rather than dropping out, for reasons such as a dog that is ill, in season, having surgery, etc. students should be advised to attend classes without their dogs, especially if only one class will be missed.