



## EDSS Program Cancellation Policy

At the Edmonton Down Syndrome Society (EDSS), we are committed to delivering high-quality, inclusive programs for individuals with Down syndrome. To ensure all participants have the best experience and to support effective planning and staffing, we ask that families follow the cancellation guidelines below.

### Program Cancellations by Participants

**Note: 24 hours is working week, Monday thru Friday. Weekends not included.**

#### Notice Required

If your participant is unable to attend a registered program (e.g., camp, group classes, recreational programs), we ask that you notify EDSS **at least 24 hours in advance**. There is no penalty for cancellations made with appropriate notice.

#### Late Cancellations (Less than 24 Hours' Notice)

If a participant cancels **with less than 24 hours' notice**, and staffing or program materials have already been committed, you will be subject to a **late cancellation fee of 50% of the daily program rate**.

#### No Call / No Show

If a participant does not show up for a scheduled program without notifying us, the **full daily/weekly program fee will be charged**. This helps us manage staffing and materials fairly and sustainably.

*Please note: These fees are not billable to FSCD or any funding/insurance providers.*

### Program Cancellations by EDSS

- **Low Registration:** If a program is cancelled due to low registration, families will be notified immediately following the registration deadline and **all fees will be refunded in full**.
- **Unforeseen Circumstances:** In the event a program is cancelled due to **therapist or staff illness, facility closures, or severe weather warnings**, a **make-up date** will be offered where possible.
- **Missed Program Days:** Unfortunately, **no refunds** will be issued for individual missed program days within a session or camp, as our staff and resources are scheduled in advance.

*We understand that illness, emergencies, and unexpected changes can happen. EDSS will always take these circumstances into consideration and work with families when possible.*

*Thank you for your cooperation and for being a valued part of the EDSS community.*