



We Welcome All Participants

The City of Lloydminster welcomes program participants of all abilities. We are committed to providing developmentally appropriate learning and experiences which support the full access and participation of each participant. Any necessary supports can be coordinated between the programmer, the family and other related community organizations. Please contact events@lloydminster.ca a minimum of seven days prior to the start of your program, and we'll do our best to work with you to ensure each participant has a fun and welcoming experience.

Program Refund Policy

- ☒ **Medical** - Participants are asked not to attend any program if they are sick or symptomatic. If you or your child(ren) are unable to attend the program due to an injury or illness, please provide written notice and include the parent's name, registrant's name and the name of the program. Participants will be transferred into another program (if space is available) or provided a prorated refund if they are unable to attend due to illness.

- ☒ **Non-Medical**
 - **Full Refund** when written notice is provided more than seven (7) days prior to the start date of the program.
 - **50% Refund** when written notice is provided less than seven (7) days but more than twenty-four (24) hours notice prior to the start of the program.
 - **No Refund** when written notice is provided less than twenty-four (24) hours prior to the start of the program.
 - All refunds will be prorated based on the number of program sessions remaining.

Written Notice by email including parent name, participant name, program name, program date, and a copy of the receipt (when available) must be provided to the following:

Servus Sports Centre - recreation@lloydminster.ca
Lloydminster Museum & Archives - ima@lloydminster.ca
Bioclean Aquatic Centre - aquatics@lloydminster.ca

Refund Payment - A refund cheque will be issued 4 – 6 weeks following the written cancellation.

2. **Cancellation Policy** - The City of Lloydminster reserves the right to cancel any programs. Full refunds will be issued for any programs cancelled by the City of Lloydminster.

3. **Transfer Policy** - No transfers will be allowed after the start of the program. If a registrant must change or transfer from a program, the City of Lloydminster must receive a minimum of fourteen (14) days written notice when possible.