

## **UBC AQUA SOCIETY REFUND/CANCELLATION POLICY**

*Given the nature of the training and trips that the UBC Aqua Society conducts we have the following Refund and Cancellation Policy in place to protect the club. In order to offer our high quality scuba diving programs with our current cost structure we must take into account fixed costs such as instructors, pool bookings and charter rentals. These costs often cannot be recouped unless our courses and charters are running near capacity, necessitating this policy.*

1. No refunds can be given for COURSES missed for the following conditions: lack of transportation, lack of commitment, personal reasons or temporary medical conditions. Under these circumstances you will be rescheduled for one of our other courses. The course must be completed within a year. Otherwise, the course credit will expire.
2. Refunds will only be given on COURSES because of permanent medical reasons *less the cost of materials and completed sessions*.
3. TRIPS are refundable only if the UBC Aqua Society is able to re-sell your spot. No refund will be given on spots that Aquasoc can not re-sell, this includes deposits.
4. EQUIPMENT purchased at the UBC Aqua Society may be returned within 30 days with the receipt if it has not been used. No refund is given for special orders.
5. GEAR RENTALS are refundable only if 3 days notice is given.