

## School & Group Booking Cancellation & Refund Policy

In the case you must cancel your scheduled school program please contact one of our booking officers at [CUL.RamLearningTeam@gov.ab.ca](mailto:CUL.RamLearningTeam@gov.ab.ca) or call **780-638-3831**.

Please ensure you are reaching out 14 days (or 10 business days) before the actual time and date of your booking to receive a full refund. You may also reach out to the above phone number or email in the same time period of time to switch the date of your booking, and one of our booking officers will get back to you within 2 business days to assist with moving the date.

If notice of cancellation is sent to us after the 14 day time mark, you may receive a partial refund of 50% of the cost of the program.

Please note that if you do not show for your booking, or reach out at 48 hours (or less) ahead of time, you will not receive a refund.

*\*Some extenuating circumstances may apply.*

If you have any further questions please feel free to reach out at [CUL.RamLearningTeam@gov.ab.ca](mailto:CUL.RamLearningTeam@gov.ab.ca)

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