



# Chilliwack ElderCollege

## \*Terms and Conditions ~ 1 Jan 2017\*

We have updated our 'Terms & Conditions'. These are the terms and conditions you agree to when you register for a course or purchase a membership from Chilliwack ElderCollege. If you purchase a course or membership online, these are the terms and conditions you agree to when you check this box:

I accept the [Terms and conditions](#)

Please take a moment to familiarize yourself with these new terms and conditions and contact us if you have any questions or concerns **before** registration begins and **before** making any purchases. Thank you.

**Privacy:** All Chilliwack ElderCollege activities are carried out in accordance with the **Personal Information Protection Act [SBC 2003] CHAPTER 63.**

**Members are responsible** to read all course descriptions carefully and ensure you possess any pre-requisites and/or physical abilities described as required by the course they register for.

**When registering online, you are responsible** to remember your account password. When logging into your online account, please **RESET** your password if you forget it. Do not create a duplicate account. This results in considerable administrative time to correct. Please contact us if you need help to avoid this potential problem.

**Members are responsible** to check the course schedule carefully to avoid 'double-booking' into more than one class scheduled at the exact same time.

**Refunds are available** if a member withdraws from a course 48 hours prior to the first class. Course fees are refundable in the same form paid in, less a **\$5.00 administration fee per course**. Course fees are not refundable once the course begins. **Course textbooks are not refundable.**

If a course or trip is cancelled by ElderCollege, you will receive a full refund. ElderCollege cannot refund prepaid expenses such as art course supplies purchased by the member.

**Membership fees are non-refundable.**

**Members agree to participate** in processes such as attendance taking and providing emergency contact information during registration. They also agree to sign required waiver forms for all off-site courses as requested.

**Membership Cards** are issued upon request and picked up in the ElderCollege office during regular business hours.

**Course Calendars** are emailed to all members. All members will also receive a course calendar through Canada Post. If requested by the member, their name will be removed from the Canada Post mailing list if they do not wish to receive a hard copy of the course calendar.

**Waitlists** are automatically created once a course is full. We will email and call you as soon as a spot becomes available. Please contact us within 24 hours to confirm your spot.



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