

**BOOKING PROGRAM
DEPOSIT POLICY**

The City of Mount Pearl does require your organization to provide a deposit for all facility bookings. This is regardless of whether the organization has an account with the City.

Deposit required upon signing of agreement	50% of total package
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Normally for cancellation of stand-alone booking/program any deposit paid will be retained. If the function is cancelled more than 6 months in advance, the deposit retained may be applied for use towards another function within 2 months of the cancellation date.

**BOOKING PROGRAM
CANCELLATION POLICY**

In the event you wish to cancel your booking, you will be charged a cancellation fee calculated as follows:

Written notice of cancellation received from the date of the booking up to 30 days prior to the booking/program date: 50% of the deposit.
Written notice of cancellation received between 30 and 7 days prior to the first booking/program date: 75% of the deposit.
Written notice of cancellation received less than 7 days prior to the first booking/program date: 100% of the deposit.

Cancellation must be advised in writing by the client.

All event-related charges (less the deposit amount) will be billed or other means at the end of the event. Billing privileges are subject to approval by the Facilities Supervisor.

The Facility agrees that it shall ensure continuity of service throughout the term of this letter except where such continuity is prevented by virtue of fire, flood, strike, pickets, lockouts, pestilence, endemic illness, storm or tempest. In such circumstance, the Facility shall, as soon as possible advise the Client of the nature and extent of discontinuity.

SWIMMING POOL LESSONS

CANCELLATION POLICY

Classes/lessons may be cancelled or combined depending upon registration and are subject to time change when necessary. We reserve the right to cancel a class with less than one half a class registered.

Credits or refunds will only be issued if the class is cancelled by the Department or if a participant is medically required to withdraw from a set of lessons with at least four classes remaining.

SWIMMING POOL RENTALS

DEPOSIT & CANCELLATION POLICY

The City of Mount Pearl does require you to provide a deposit for all facility bookings within 48 hours of confirmation date and time.

Deposit required upon signing of agreement	50% of total package
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Normally for cancellation of a booking any deposit paid will be retained. However, a full refund of the deposit paid will be issued to the customer only if the pool is able to rent the same date and time to another event. Cancellation of bookings can be filed with the Swimming Pool, 90 days prior to the booking date.

The Facility agrees that it shall ensure continuity of service throughout the term of this letter except where such continuity is prevented by virtue of fire, flood, strike, pickets, lockouts, pestilence, endemic illness, storm or tempest. In such circumstance, the Facility shall, as soon as possible advise the Client of the nature and extent of discontinuity.