

Occasio - Cancellation Policy



Autism Edmonton schedules staff for each activity based on the number of registered participants and the level of care required. When members no-show or cancel at the last minute, it costs the program money. As Occasio is a cost-neutral program, it is important for its livelihood that we recoup fees from members to ensure the program can continue to run.

Our General Cancellation Policy will apply to all activities with some variation for activities that require **pre-purchased tickets or activities where the cancellation is listed in the event activity and is different from the general activity policy.**

Our cancellation policy for general activities is 24 hours.

- Cancellations **MUST** be submitted 24 hours or more before the start of the activity.
- If cancellations are **not** provided 24 hours or more before the start of the activity, you **will** be billed for the entire activity.

Activities with Pre-Purchased Tickets are activities where Autism Edmonton has pre-purchased a ticket for you based on registration for the activity. These may include (but are not limited to) Comic-Con, K-Days, World Water Park, Movies, etc.

- Autism Edmonton will notify parents/guardians in the activity description if we are required to pre-purchase tickets.
- If you cancel the activity and we cannot fill the vacancy, the ticket cost will be forfeited, and a refund will not be issued.
- However, you will be refunded if we successfully fill your spot or receive a refund from the ticket issuer.

Please note that we invoice all activities for the full, scheduled duration.

- If a member arrives late or leaves early, we bill for the full number of hours planned and scheduled for the activity.
- If a member pre-arranges to arrive early or has a late pick-up, additional time outside the scheduled program will also be invoiced.
- Under rare circumstances, if the activity is ended early by the organization due to weather, major incident, etc., the member will be billed for the time spent at the activity.