



Policies and Procedures

Course Quality

Canterbury ElderCollege bears no liability for errors or omissions in course content. ElderCollege will endeavour to ensure that courses and their content are of significant quality and that they meet the description as set forth in the Course Listings.

Memberships

A person must be a member of ElderCollege to take a course. Membership costs \$15.00 and is non-refundable. Memberships last from September 1st to August 31st of each year. Cheques are payable to Canterbury College. You may pay for your membership and registration fees at the same time.

Registrations

A person must register for ElderCollege courses in advance through Canterbury College. Instructors will not be able to take payment during class time. All registrations must be accompanied by full fees (including Material Fees, and HST, and the membership fee as applicable), payable to Canterbury College. Placement in the class is secured by payment. Payment is accepted by Visa, Mastercard, Cheque or Debit. You can register online or over the phone. In-person registrations only accepted after the first week of registration. No post-dated cheques are accepted. There is a \$25.00 fee for NSF cheques. (No person will be refused access to an ElderCollege Course due to financial hardship).

Buffet-Course Fee Option

The Buffet-Course Fee is paid during one (1) semester and allows participants to register for up to 12 courses for the one (1) semester in which the fee is paid. This option is \$155 and applies **only** to basic course fees of majority of the courses (does not cover course fees of technology courses with small class sizes, or courses that include a bus trip). It does not include the \$15 annual membership fee. The Buffet-Course fee Option does not include additional fees for supplies and materials as determined by the course instructor, nor to the HST related to the cost of those added supplies and materials. These will be collected separately.

Consideration of Financial Circumstances

While we do everything possible to ensure that ElderCollege fees are reasonable and affordable, there may be unusual circumstances where an individual would wish to participate in an ElderCollege course but for unforeseen financial circumstances is unable to afford that course. ElderCollege will not refuse Registration in a Course due to financial hardship. In the unusual circumstance where an individual is unable to afford ElderCollege membership and/or course fees, upon application, we will consider individual circumstances and afford a course fee waiver for a person unable to otherwise participate in an ElderCollege course or Membership.

Course Cancellation

In the unusual circumstances where Canterbury ElderCollege is required to cancel or re-schedule a course, ElderCollege reserves the right to cancel courses. Every effort will be made to notify participants of a course cancellation, but the initiative is with the participant to ensure that contact information is current and correct. The course fee will be refunded if a course is cancelled for any reason. The membership fee is non-refundable.

Refunds

The annual Membership Fee is non-refundable.

Course fees + HST may be refunded up to **two days before the commencement of a specified course**. Thereafter, course fees are non-refundable. A course involving travel will have a different refund policy which is specific to each individual trip and will be established upon registering. Instead of a refund Participants have 2 other options. 1. To donate any anticipated refunds to Canterbury ElderCollege in return for a donation tax receipt. 2. Opt to receive a credit in the amount that would have been refunded. You can apply the credit to future ElderCollege courses & payments. Credits expire one full year after receiving them. Credits are tracked by the ElderCollege office staff. To apply your credit to a payment, you must call the office so that they can look up your file. Credits are not viewable or useable through the online payment system.

Waitlists

If a person cannot be accommodated because a course is full, he or she may have their name included on a waitlist. Being on the Waiting List does not oblige a participant to take the course. The administration and/or tuition fee is payable after confirmation of a placement in the course. Your spot in the class is not guaranteed until payment is received. This list is effective for the current semester only and does not carry forward to future semesters. If you are unable to attend a course for which you have registered (especially those taking the Buffet Course Option) please let the office know in advance so we can invite those on the waiting list to take your vacated spot.

Privacy

All activities and information obtained at Canterbury ElderCollege will be carried out in accordance with the policies of the Personal Information Protection Act. Instructors will be given a person's contact information (phone number or email address) so as to forward educational material to the student or give notice of a course cancellation.

Student Photographs or Video Clips

From time to time, Canterbury ElderCollege will take photographs or produce video clips during social or educational events. The purpose of taking the pictures or recording video clips is to record events that take place at ElderCollege. While the majority of the pictures that are taken are retained and protected by Canterbury College, and are not displayed or published, there may be occasions where we use the pictures or video clips on ElderCollege's website, in brochures, on booth displays, wall hangings, in advertisements, etc. In order to protect a participant's privacy and in order to comply with the Personal Information Protection and Electronic Act (PIPEDA) the participant is given notice that ElderCollege may publish the pictures or video clips. Should a person's photograph be taken or activities recorded, and the participant does not wish ElderCollege to use or publish the material, the ElderCollege staff should be notified that they do not have the participant's consent to publish the material in which he or she is present. The onus is on the participant to inform the ElderCollege staff of their intentions in this regard.