

## No Show Policy

### **Effective: Immediately**

A “**no show**” pertains to a participant who misses their registered drop in program **without** prior notice. “No shows” simply don't turn up for their registered drop in program, leaving the Town with a loss of revenue.

A “no show” limit of one registered time slot has been set and if you fail to show up for the 2nd time, the Town will restrict your online booking privileges by suspending your account.

If you fail to attend your scheduled drop in program time slot and do not cancel within 2 hours of the start time, the policy will be as follows:

1<sup>st</sup> no show – an email will be sent to the participant attention to advise them of our cancellation process and no show policy.

2<sup>nd</sup> no show – an email will be sent to the participant attention to advise them that their account will be now be suspended and registration will not be permitted for one (1) week.

### **The Cancellation Process for the Customer**

- If you cannot make your scheduled time up to two (2) hours in advance, please call the Customer Service desk at 905-775-7529 x 6007 or you can also email [leisurecentre@townofbwg.com](mailto:leisurecentre@townofbwg.com) with CANCEL in the subject line. A credit will be applied to your account if applicable.
- Cancellations received within two (2) hours, or less, from your scheduled time will be considered late and tracked as a participant “no show”. Refunds will not be issued for cancellations deemed no shows.