

Cancellation Policy



Staffing for programs is dependent on enrollment numbers. Once we receive your registration forms, we use enrollment numbers to understand the staffing needed to best support clients in programming. By registering, you are committing to helping us ensure that we can provide the best quality program for all participants. If you decide to cancel your enrollment, please understand the following policy:

Program fees are due prior to 2 weeks before the first day of your program. Program cancellations must be received **at least two weeks before the program start date** to receive a refund. A \$50 service charge will be deducted. For cancellations received less than two weeks prior to the start date, the full cost will be charged. In the event of extenuating circumstances, refunds may be individually assessed on a case-by-case basis by managers.

Once enrolled, staff will work with the client and family to ensure their identified support needs are met. However, when all possible options have been exhausted, it may be determined that we are unable to meet their needs and participation in the program is not able to continue. Any decision such as this will be made in collaboration with family, clients, program staff and the program manager and refund decisions will be made accordingly.

Financial Assistance

Financial assistance for program fees and/or 1:1 support may be available for registered clients of Holland Bloorview through the Family Support Fund (FSF). Please apply to the FSF as soon as possible. Payment for programs will still need to be made even if you are waiting for a decision from the FSF. FSF will reimburse you once a decision is confirmed. Please contact the FSF at 416-425-6220 ext. 6303, email fsfdoc@hollandbloorview.ca or [click here for more information](#).

Contact us

If you have questions, for Spiral Garden, Music, Arts, and day respite, call 416-425-6220 ext. 3317 or send an email to musicandart@hollandbloorview.ca. For Robotics, call 416-425-6220 ext. 3704 or email lrampertab@hollandbloorview.ca.