



Course Transfer/Cancellation Policy

Rowand's Reef offers a wide range of diving courses with a focus on providing high quality education and the smallest staff to student ratios in the Greater Vancouver area. We request a level of commitment when signing up for a course with us but we understand that life happens and plans can change. We are always willing to work with you to find the best solution for your situation. Please familiarize yourself with our transfer/cancellation policy as it exists to help ensure everyone's enjoyment.

*****eLearning codes are non-refundable after purchase.*****

>7 Days Notice

- Temporary Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Course Transfer - No fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Gift course to someone else (minus any costs incurred)
 - Option 4 - Exchange for store credit (minus any costs incurred)
- Permanent Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Full Refund (minus any costs incurred)
 - Option 2 - Gift course to someone else (minus any costs incurred)
 - Option 3 - Exchange for store credit (minus any costs incurred)
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- Transfer/Cancellation for any other reason
 - Option 1 - Course Transfer - No fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Gift course to someone else (minus any costs incurred)
 - Option 4 - Exchange for store credit (minus any costs incurred)

< 7 Days Notice

- Temporary Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Course Transfer - No fee
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- Permanent Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Full Refund (minus any costs incurred)
 - Option 2 - Gift course to someone else (minus any costs incurred)
 - Option 3 - Exchange for store credit (minus any costs incurred)
- Transfer/Cancellation for any other reason
 - Option 1 - Course Transfer - \$100 Transfer Fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Gift course to someone else (minus any costs incurred)
 - Option 4 - Exchange for store credit (minus \$100 Transfer Fee and any costs incurred)



<48 Hours Notice/No Show

- Temporary Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Course Transfer - \$100 Transfer Fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Exchange for store credit (minus \$100 Transfer Fee and any costs incurred)
- Permanent Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Full refund (minus any costs incurred)
 - Option 2 - Exchange for store credit (minus any costs incurred)
- Transfer/Cancellation for any other reason
 - Option 1 - Course Transfer - \$100 Transfer Fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Exchange for store credit (minus \$100 Transfer Fee and any costs incurred)

After the course has started

- Temporary Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Course Transfer - \$100 Transfer Fee
 - Option 2 - Course Cancellation - No refund
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- Permanent Medical Reason (accompanied by a signed doctor's note)
 - Option 1 - Full Refund (minus any costs incurred)
 - Option 2 - Exchange for store credit (minus any costs incurred)
- Transfer/Cancellation for any other reason
 - Option 1 - Course Transfer - \$100 Transfer Fee
 - Option 2 - Course Cancellation - No refund
 - Option 3 - Exchange for store credit (minus \$100 Transfer Fee and any costs incurred)

Definitions

Temporary Medical Reason

Any medical reason (accompanied by a signed doctor's note) which prevents the student from participating for a limited period of time, within the course's expiration date (one year).

Permanent Medical Reason

Any medical reason (accompanied by a signed doctor's note) which prevents the student from participating for an extended period of time, either beyond the course's expiration date (one year) or permanently.

Costs Incurred

Any part of the course already completed by the student and/or non-refundable learning materials.



Reasons we might have to cancel or postpone your course.

Occasionally, there are circumstances where we will have to cancel or postpone your scheduled course. As unfortunate as it may be, the decision is made for good reason. In the event that we have to cancel your scheduled course you will be given as much notice as possible, a priority spot on the next available course, and the guarantee that your rescheduled course will not be canceled or postponed for attendance related reasons.

Unless otherwise stated, your course will be rescheduled and refunds will be considered if rescheduling is impossible.

Unsafe weather conditions

If it is safe to go diving then we are going diving rain or shine! However, every once in a while the weather doesn't cooperate with our diving schedule. Sometimes, we can see this coming, other times, we'll have to make the call at the dive site. As unfortunate as it might be, this decision is made to protect the safety of our students.

No Attendance

Ever so rarely, student transfers have left the odd course with too few students in attendance to be able to run the course. We try to be as accommodating as possible with student transfers but we will not run a course at a loss. The purpose of the \$100 Transfer Fee is to help us decrease the likelihood of needing to cancel a course because students dropped out last minute.

Unforeseeable Logistical Problems

These circumstances include, but are not limited to, forced closures due to government restrictions, dive site closures, unplanned pool, vehicle or boat maintenance, and/or staff injury or illness.

No Sizing Information

If you want to go diving, you're going to need diving equipment. In order for us to be able to have your rental equipment ready for you in the morning we will need to have your sizing information on file before your first day of diving with us. Unfortunately, due to time constraints, we will not have time to conduct equipment sizings in the morning on the day of.

We offer exceptions to this rule in extremely limited circumstances. If you are coming from out of town and making your sizing deadline is a logistical impossibility, please, get in touch with us to make arrangements.

If we do not have your sizing information on file before your first day of diving with us, the situation will be treated as a "no show."

Refusal to Teach

Rowand's Reef reserves the right to permanently cancel someone's course if the student exhibits unsafe or disrespectful behaviour.

This is a policy that we hope to never have to use, however, it exists to protect the safety and comfort of all of our students and staff. This is a last resort policy that would only ever be implemented in extreme/outstanding circumstances after multiple attempts to correct or remedy the situation have been made.

No refunds are given in this situation.