



PROGRAM POLICIES

SETON-CONNECT.COM

CONTACT US

General Manager

Jenny Miron
GM@setonhoa.ca

Lifestyle Coordinator

Meg Ollive
Lifestyle@setonhoa.ca

Front Desk - General Info

info@info@setonhoa.ca
587-391-6239

Facility Rentals

Update
update@setonhoa.ca

The Block

99 Seton Road SE
Calgary, AB T3M 3G1
P:
F:



PROGRAM FEES

All of our programs are open to both Seton residents as well as non-residents. Non-Residents are subject to full price whereas Seton HOA Boundary Resident and Brookfield Residents are granted a discount on all programs.

SETON HOA BOUNDARY RESIDENT RATE (RR)

Seton HOA Boundary resident rate applies to all Seton HOA Boundary residents in good standing. Tenants may also receive the resident rate, as long as the landlord has transferred their membership privileges.

BROOKFIELD RESIDENT RATE (BR)

Brookfield resident rate applies to all residents who live in a community which has been developed by Brookfield Residential. To receive the Brookfield Resident rate please call or email before registration.

NON-RESIDENT RATE (NR)

Non-Resident rate applies to all other registrants.

HOW TO REGISTER

ONLINE: WWW.SETON-CONNECT.COM

If you are a Seton HOA boundary resident , you will already have an account in our system. If you are unsure of your login information, please send us an email with your property address and we can retrieve the information for you.

BY PHONE OR IN PERSON

The Block is open from UPDATE and our ambassadors will be happy to help you register in person or over the phone. Please call UPDATE

Please note, Registration is not complete without payment.



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No exceptions will be made to the policy outlined below. Please review carefully.

KIDSPORT

We are able to accept KidSport applications/registrations for families that cannot afford programs for their children. This must be arranged via KidSport prior to registration. Kidsport often requires proof of registration, please contact lifestyle@setonhoa.ca directly to discuss your options.

PHOTOS/VIDEOS

Photos and or videos may be taken by the Seton HOA staff during events and programs. These may be used for promotional materials. Any questions or concerns can be directed to lifestyle@setonhoa.ca

NON-RESIDENTS REGISTERED IN PROGRAMS ACCESS TO THE BLOCK

Non-residents will only be granted access to The Block during the scheduled program time, and are not permitted to use facilities not included in programing.



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WITHDRAWALS/ REFUND REQUESTS

All withdraw requests must be provided to the Lifestyle Coordinator by email to: lifestyle@setonhoa.ca. **A \$15.00 administration fee will apply to all program withdraw requests, please see below.**

-Requests to withdraw more then 14 days prior to program start date will result in a full refund and it will be issued to the original form of payment. A \$15.00 administration fee will apply.

-Requests to withdraw from a program less than 14 days prior to the first day of the program will be charged a 15% program fee and a \$15.00 administration fee will apply.

-Requests to withdraw from a program after the first class will be issued for medical reasons only and a doctor's note is necessary at the time of the request. A pro-rated refund will be issued to the original form of payment and a \$15.00 administration fee will apply.

-Withdraw requests after the first week of the program start date without a doctors note will not be granted a refund or credit.

TRANSFERS

All transfer requests must be provided to the Lifestyle Coordinator by email to: lifestyle@setonhoa.ca. All transfers are subject to availability. Program fee differences may apply. No transfers will be permitted after one week of the program start date unless for medical reasons and documentation is required at the time of the request.



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CANCELLATION DUE TO LOW ENROLLMENT

All programs are subject to cancellation if there is insufficient registration. Participants are reminded to register early to ensure their desired program runs. In the event a program is cancelled due to low registration, you will be notified by email two (2) days prior to the programs start date.

When a program is cancelled you will have the following options:

1. Transfer participant to another program (subject to space availability)
2. Receive an account credit for future use
3. Receive a refund for the program on original method of payment

CANCELLED CLASSES/POSTPONED CLASSES

we do our best to avoid cancelling classes or postponing classes but occasionally it does happen.

Cancellations happen for various reasons and you will be contacted directly via the email provided in the registration process about any program cancellations/postponements as soon as possible.

The program coordinator will provide alternatives depending on the circumstances these may include but not limited to:

1. A pro-rated refund to the original form of payment
2. A pro-rated credit your account
3. A make-up class

