

# Rushland Indoor Play Place – Refund & Cancellation Policy

## 0. Pre-Opening Presale Purchases

Before Rushland Indoor Play Place officially opens to the public, any **presale purchases**—including admission passes, play bundles, birthday party deposits, memberships, or promotional offers—are fully refundable **only** in the event that Rushland is unable to open as planned.

If Rushland opens successfully, all presale purchases become subject to the standard no-refund policy outlined below.

## 1. All Sales Are Final

Rushland Indoor Play Place operates under a **strict no-refund policy**.

All purchases — including admission fees, play passes, birthday party bookings, private rentals, merchandise, and promotional items — are **non-refundable and non-transferable**.

By completing a purchase, guests acknowledge and agree that **all sales are final**.

## 2. Cancellations & Missed Visits

Because Rushland reserves capacity, staffing, and equipment for each booking:

- **No refunds** will be issued for cancellations, missed visits, late arrivals, or unused time.
- Bookings cannot be transferred to another date, person, or service.
- Admission fees apply regardless of the length of stay.

## 3. Weather, Illness, or Personal Circumstances

We understand that unexpected situations arise; however:

- Weather conditions
- Illness
- Scheduling conflicts
- Personal emergencies

...do **not** qualify for refunds or credits.

Rushland remains open during regular operating hours unless a closure is officially announced by management.

#### **4. Rushland-Initiated Closures**

If Rushland must close due to:

- Power outages
- Safety concerns
- Facility emergencies
- Operational issues

...we will offer **rescheduling or a credit**, at Rushland's sole discretion.

**Refunds will not be issued.**

#### **5. Defective or Unsafe Products (Merchandise Only)**

In accordance with Nova Scotia's Consumer Protection Act:

- If merchandise is **defective, unsafe, or not as described**, Rushland will provide an **exchange** for the same item.
- **No cash refunds** will be issued under any circumstance.

#### **6. Behavior, Safety, and Removal From Premises**

Guests removed for:

- Unsafe behavior
- Aggression
- Violation of facility rules
- Damage to equipment
- Failure to supervise children

...are **not eligible** for refunds or credits.

#### **7. Communication of Policy**

This policy is:

- Posted at the entrance

- Displayed at the point of sale
- Included in online booking confirmations
- Included in the waiver
- Available on our website

By entering Rushland or completing a purchase, guests acknowledge and accept this policy.