



Section: Operations

Policy: Cancellation

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POLICY

This policy sets out the requirements for cancelling a PLASP program.

PROCEDURE

Families must login to their profile on the parent web portal to cancel a PLASP program.

Cancellation requests made verbally or via email will not be accepted.

Families will have the option to choose their cancellation date from a list of available dates on the web portal. This cancellation date must be submitted by the 1st or 16th of the month. The selected cancellation date will be the last day your child can attend the program.

Families will be charged up to and including their confirmed cancellation date.

PLASP will send a cancellation email to confirm your child has been cancelled from their registered program.

PLASP reserves the right to cancel a registration in the event of non-payment of program fees. For more information, please read our [Withdrawal of Care Policy](#).