

Cancellation/No show policy

Starlight Children's Foundation Canada has been providing families with Great Escapes event for 30 years now and we are extremely proud to help provide smiles and fun. We all work really hard to give all of our families the best time possible! Every dollar we spend on an event is a donated dollar and the worst thing is for that dollar to go to waste. When you register your family for an event, we invest everything so that you can have fun. When you don't show up and we are not advised ahead of time, we can't have another family benefit from the activity and we lose what we invested for your family.

In order to better manage cancellations and no shows, we have put together a new Cancellation/No show policy so we can help even more families that need a little bit of fun.

1. Cancellation because of an emergency

We understand that emergencies can happen at any time (even the morning of an event). If this happens (we hope it doesn't) we ask that you let us know as soon as possible by e-mail or by phone. This will allow us to either find another family to attend the event or we will know not to wait for you.

2. Not giving us a warning

If unfortunately you don't give us any warning and you don't show up to an event, we will have to mark it on our list. After 3 no warning and no show at an event, you will no longer have priority when spots are limited for Great Escapes (events) or Day Brighteners (tickets).

3. Being late for an event

We understand if you are late for an event, but again, please let us know in advance that you will not be on time. If you don't let us know and arrive late you might not be able to participate in some of our activities (if they happen at a specific time).

For every event Starlight organizes, there are costs associated to the event, like food, the venue, spots/tickets, etc. and we work really hard so you don't have to pay anything. When you don't show up, you not only may be taking another family's spot, but all the cost associated with your family still need to be paid for by Starlight..

Here are all the regional coordinators that you can contact if you have any questions:

Heather Burnett – British Columbia and Alberta
Heather.burnett@starlightcanada.org – 1-800-880-1004 x 4240

Katie Wade – Ontario (excluding Eastern Ontario)
Katie.wade@starlightcanada.org – 416-642-5675 x 2245

Héloïse Rolland – Eastern Ontario
Heloise.rolland@starlightcanada.org – 514-288-9474 x 1234

Lydia Mascitelli – Quebec
Lydia.mascitelli@starlightcanada.org – 514-288-9474 x 1245

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La Fondation pour l'enfance Starlight Canada aide les enfants gravement malades et leurs familles de l'hôpital à la maison.
Starlight Children's Foundation Canada helps seriously ill children and their families from hospital to home.