



Cambridge Community Services Department

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(519) 740-6566 (Fax)
CORALHELP@cambridge.ca

Other

Policies

What is your Refund Policy?

Refunds cannot be requested online. For assistance please contact any Cambridge Recreation Facility.

1. Refund/Credit Policy

1. To qualify, all refunds must be requested before the 3rd class of the course, except in certain extenuating circumstances. Extenuating circumstances would include medical issues preventing the individual from partaking in the program registered, program cancellations or alterations by the City of Cambridge, or any other issue approved by the program supervisor. At the discretion of the facility manager, medical reasons may require the presentation of a doctor's note to qualify.
2. There will be no refunds at or below \$10.00
3. All course withdraws, or transfers, are subject to proration up to and including the third class regardless of the registrant being in attendance or not.
4. All course refunds or credits, above \$10.00, will be subject to proration (if applicable) and subject to a 15% administration fee or \$5.00, whichever is greater. Exceptions would be subject to the extenuating circumstances section specified in Clause 1 above.
5. Credits can remain on the account and are not subject to administration fees except where the credit has not been used by December 31st of the year following the application of the credit. After December 31, of the year following the application of the credit, the credit will be refunded and subject to all applicable conditions in Clause 2 and 4 above.
6. No administration fees will be applicable to transfers between one (1) course to another within the same session. Transfers; however, must be made prior to the 3rd class of the original course and will be based on program availability. Transfers, after the 3rd class, are subject to the discretion of the program supervisor.

2. Course Cancellation

Register early to avoid disappointment. Delayed registration may result in a course cancellation. If your course is cancelled due to insufficient enrollment, you may transfer, free of charge, to another course - subject to availability - or receive a full refund.

3. Class Postponement

If it is necessary to cancel a class due to inclement weather, pool closures, instructor illness etc ... every attempt will be made to re-schedule the class. However, if the class cannot be re-scheduled a prorated refund will be issued.

The Community Services Department of Cambridge reserves the right to withdraw, postpone, cancel or combine classes, to limit/increase registration or course locations at any time

Facility Contact Information:

See Facility List