



Cambridge Community Services Department

50 Dickson Street
Cambridge, ON N1R 5W8
(519) 740-4681
(519) 740-6566 (Fax)
CORALHELP@cambridge.ca

What is your Refund Policy?

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

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 refunds, above \$10.00, will be prorated and subject to a 15% administration fee or \$5.00, whichever is larger. Exceptions would be subject to the extenuating circumstances section specified in Clause 1 above.
4. 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 3 above.
5. 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 is subject to the discretion of the program supervisor.

Facility Contact Information:

See Facility List