

Activity Withdrawal & Refund Policy

Camps

Withdrawal requests received **at least 14 days** in advance of program start date.  You will receive a full credit or refund.

Withdrawal requests received **less than 14 days** in advance of program start date.  Not eligible for a credit or refund.


Registered Single Visit and Drop-In Programs

24 hours prior to the activity start date and time  You will receive a full refund. Refunds cannot be processed with less than 24 hours notice.


Registered Programs

Withdrawal received **no less than 5 business days** in advance of the program start date.  You will receive a full credit on your account however a \$15 administration fee is applied.

Withdrawal received **less than 5 business days** prior to the program start date.  You will receive a full credit on your account. A refund may be requested subject to a \$15 administration fee.

Withdrawal requests received **after the first class** but **no later than one day** prior to the third class.  You will receive a prorated credit or refund based on the total number of classes remaining subject to a \$15 administration fee.

Withdrawal requests received **after the third day** of class.  Not eligible for a credit or refund.

Any withdrawal/refund request due to medical reasons will require appropriate doctor's documentation to receive a refund. Proration applies if the program has already begun.  Refunds/transfers will be processed according to the date your request is received by our Department.

Your activity is cancelled by the City.  You may transfer to another program free of charge subject to availability, or a credit to your account will be applied. Ensure your contact information is up to date. Please note cash refunds cannot be issued.

Participant is withdrawn from the activity by the City.  You will receive a prorated credit or refund based on the total number of classes remaining subject to a \$15 administration fee.

Withdrawal requests can be made via email, by telephone or in person.

- Any refund cheques will be sent by mail to the customer's mailing address on file within 3 weeks of the refund request.
 - Refund cheques will not be issued for amounts at or below \$10.
 - Portions of a registration fee paid to third-party suppliers are **non-refundable**. Examples include, materials, transportation, admission tickets, manuals, etc.
 - Facility rentals, memberships, leagues/teams, and other Parks, Recreation and Culture transactions are **not covered** under this Refund Policy.
 - Credits on your account are **valid for 2 years** from the date the credit is applied to your account.
-