



City of Cambridge Activity Withdrawal & Refund Policy

Situation

A	Camps, Leadership activities, or Activities/Workshops of three classes or less. Withdrawal requests received at least five business days in advance of the first class.
A1	Camps, Leadership activities, or Activities/Workshops of three classes or less. Withdrawal requests received less than five business days in advance of the first class
B	All other registered activities. Withdrawal received at least two business days in advance of the first class.
B1	All other registered activities. Withdrawal received later than two business days prior to the first class.
B2	All other registered activities. Withdrawal requests received after the first class but no later than one day prior to the third class.
B3	All other registered activities. Withdrawal requests received after the third day of class.
C	Withdrawal from any activity for medical reasons. A doctor's note is required indicating that the participant cannot attend due to medical reasons.
D	Your activity is cancelled by the City.
E	Participant is withdrawn from the activity by the City.
F	Transfers from one activity to another. Transfer made at least one day prior to the third class of the original activity (subject to availability). Transfers after the third class are subject to the discretion of the program supervisor.

Outcome

→	You will receive a full credit or refund.
→	Not eligible for a credit or refund.
→	You will receive a full credit or refund.
→	You will receive a full credit on your account. A refund may be requested subject to a \$15 administration fee.
→	You will receive a prorated credit or refund based on the total number of classes remaining subject to a \$15 administration fee.
→	Not eligible for a credit or refund.
→	You will receive a prorated credit or refund based on the total number of classes remaining.
→	You will receive a full credit or refund
→	You will receive a full credit or refund.
→	Fees will be prorated based on the fees of the original activity and the fees of the transfer activity. No administration fees apply.

Other notes

1. Withdrawal requests can be made via email, phone, or in person.
2. Refund cheques will not be issued for amounts at or below \$10.
3. Portions of a registration fee paid to third party suppliers are non-refundable. Examples include materials, transportation, admission tickets, manuals, etc.
4. Facility rentals, memberships, and other Parks, Recreation and Culture transactions are not covered under this refund policy.