



Parks and Recreation

Program Refund/Credit Request Form

Section A - Withdrawals and Refunds

You may withdraw from a program up to 5 business days prior to the program start date in writing, by completing a Refund Request Form. All completed forms must be sent/faxed to the attention of the Community Recreation Manager. Consideration for refund requests/program cancellations will be given as long as the request meets the criteria within our Refund chart below. All Refund Request Forms will be processed according to the procedure outlined within the Chart and a submission does not guarantee a refund. Please allow 4 to 6 weeks for refund processing. Withdrawal and/or refund requests will not be handled over the phone.

***Please Note:** Non-Attendance and Notification to Instructors/Staff does not constitute a notice of withdrawal.

Section B - Program Transfers

Transfers will be permitted if program space is available. You may transfer programs up to and including the 3rd day of the program.

Section C - Program Transfer and Refund Policy*

Situation	Details	Refund Information	Transfer Information
Up to 5 days prior to the start of the program	Written notification is received 5 business days or more prior to the program start date	Receive a full refund	Receive a full Family Account credit towards an alternate program
Less than 5 business days	Written notification is received less than 5 business days prior to the program start date	Receive a refund minus an administrative fee of \$25.00 to a maximum of 40% of the course fee	Receive a full Family Account credit towards an alternate program
1 st day to 3 rd day of program	Written notification is received on the 1 st day of the program up to and including the 3 rd day of the program	No refund will be issued	Receive a pro-rated Family Account credit minus an administrative fee of \$10 to a maximum of 25% of the course fee
After the 3 rd lesson	Written notification is received after the 3 rd day of the program	No refund will be issued	Receive a pro-rated Family Account credit only if accompanied by a medical note
Program has ended	Written notice is received after the program has ended	No refund will be issued	No transfers will be allowed
Program is cancelled	A registrant cannot be accommodated due to insufficient enrolment or we cancel you program for other reasons	Receive a full refund	Transfers will be made wherever possible
Participant is removed from the program by Town staff	A participant is withdrawn by our staff due to program incompatibility	Receive a pro-rated refund	Receive a pro-rated Family Account credit

***IMPORTANT NOTE:** All requests for transfers/refunds for AQUATIC LEADERSHIP/PROGRAM WORKSHOPS/ONE DAY COURSES/WEEKEND COURSES/DAY CAMP PROGRAMS (please review DAY CAMP request/transfer policy for further information) must be received in writing 5 business days or more prior to program start dates. Customers cannot register for these courses once the program has begun; therefore this time is required to ensure course viability. Customers will receive a full refund or Family Account credit if they cancel in writing at least 5 business days prior to the first day of the program. No refunds for course materials or excursions/field trips will be issued if proper written notification is not received.



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Section D - General Information (Please Print or Type Information)

Date Requested: _____
Day of Week
Month
Day
Year

Participants Name: _____
Surname
Given Name

Parent/Guardian Name: _____
Surname
Given Name

Address: _____
Street
City
Province
Postal Code

Home Phone Number: () **Business Phone Number:** ()

Which Course Are You Withdrawing From: _____
Course Name
Course Barcode

Section E - Refund Information

Please indicate whether you would like a refund or a Family Account credit.

- | | | |
|---|---|--|
| <input type="checkbox"/> Family Account Credit
To be used for future registrations. | <input type="checkbox"/> Cheque
If original payment was made by cash, cheque, or debit* | <input type="checkbox"/> Credit Card
If original payment was made by MASTERCARD or VISA* |
|---|---|--|

***Note: "Cheque and Credit Card Refunds" will ONLY be issued if the request has been received prior to the 1st day of the program**

Once filled out, please fax the Refund Request Form to (519)-776-9528 or drop it off at the Essex Recreation Complex, or email at refund@essex.ca

Section F - Please Indicate Why You Are Withdrawing From The Course (Check All That Apply)

- | | |
|--|--|
| <input type="checkbox"/> Program Content Not What Was Expected
<input type="checkbox"/> Medical (Note Attached)
<input type="checkbox"/> Location of Course
<input type="checkbox"/> Instructional Quality
<input type="checkbox"/> Other (Please Explain) | <input type="checkbox"/> Class Too Long
<input type="checkbox"/> Class Size Too Large
<input type="checkbox"/> Time Course Was Offered |
|--|--|

Section G - FOR OFFICE USE ONLY

Date Received: / / / **Time Received:** _____
YY
MM
DD

Number of Classes That Have Elapsed: _____ **Medical Note Provided:** Yes No

Full Refund or Credit **Partial Refund or Credit**
Amount
Amount

Indicate if a Credit or Refund was Given: _____ **Staff Signature:** _____