



# Parks and Recreation

## Program Refund/Credit Request Form - Specialty Programs

### Section A - Withdrawals and Refunds

You may withdraw from a Specialty/Leadership/Weekend/Day Camp/1 Day program up to 10 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 5 days before the start of the program.

### Section C - Program Transfer and Refund Policy\*

Situation	Details	Refund Information	Transfer Information
Up to 10 days prior to the start of the program	Written notification is received 10 business days or more prior to the program start date	Receive a full refund	Receive a full credit towards an alternate program
From 9 to 5 days prior to the start of the program	Written notification is received 9 to 5 business days or more prior to the program start date	Receive a refund minus an admin. fee of \$25 to a maximum of 40% of the course fee	Receive a full 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	No refund will be issued	Receive a pro-rated credit minus an admin. fee of \$25 to a max. of 25% of the course fee
Program has begun	Written notification is received on the day the program has begun up to completion of the program	No refund will be issued	Receive a pro-rated 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 enrollment or we cancel your 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 credit

**\*IMPORTANT NOTE:** All requests for transfers/refunds for **regular** programs must be received in writing 5 business days or more prior to program start dates (Please see our Refund Request Form for all regular programs. You may withdraw from a Specialty/Leadership/Weekend/Day Camp/1 Day program up to 10 business days prior to the program start date in writing, by completing a Refund Request Form. No refunds for course materials or excursions/field trips will be issued if proper written notification is not received.



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## Program Refund/Credit Request Form

### 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"/> <b>Family Account Credit</b><br>To be used for future registrations. | <input type="checkbox"/> <b>Cheque</b><br>If original payment was made by cash, cheque, or debit* | <input type="checkbox"/> <b>Credit Card</b><br>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 1<sup>st</sup> 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](mailto: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<br><input type="checkbox"/> Medical (Note Attached)<br><input type="checkbox"/> Location of Course<br><input type="checkbox"/> Instructional Quality<br><input type="checkbox"/> Other (Please Explain) | <input type="checkbox"/> Class Too Long<br><input type="checkbox"/> Class Size Too Large<br><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:** \_\_\_\_\_