



Town Of Essex – Recreation Services Program Refund Or Credit Request Form

Refund And Withdrawal Policies

You may withdraw from a program up to and including the 3rd day of the program in writing, by completing a Refund Request Form. All completed forms must be sent to the attention of the Manager – Recreation Services. Consideration for refund requests or program cancellations will be given as long as the request meets the criteria within the Program Transfer and Refund Policy outlined below. All Refund or Credit 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.

Note: This Policy does not apply to transfers/refunds for Specialty/Leadership/Weekend/Day Camp/1 Day programs. Please see the Specialty Program Transfer and Refund Policy.

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.

Program Transfer And Refund Policy

Situation	Details	Refund Information	Transfer Information
Prior to start of program	Written notification is received prior to the program start date	Receive a full refund	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 1st day of the program up to and including the 3rd day of the program	Receive a pro-rated refund minus an administrative fee of \$25.00 to a maximum of 40% of the course fee	Receive a pro-rated Family Account credit towards an alternate program
After the 3rd lesson	Written notification is received after the 3rd 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 other reason	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Participant is removed from the program by Town staff	A participant is withdrawn by our staff due to program incompatibility	Receive a pro-rated refund	Receive a pro-rated Family Account credit



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Participant and Withdrawal Information		
Date of Request (MM/DD/YYYY):		
Name of Participant:		
Name of Parent or Guardian:		
Address:	City:	Postal Code:
Email:	Phone #:	
Which course would you like to withdraw from?		Course Barcode:
Please explain why you wish to withdraw from the course or program. Attach any medical notes related to the request for withdrawal to this form.		

Refund Information
If you are eligible for a refund or credit based on the Program Transfer and Refund Policy, please choose the form of credit or refund you would prefer.
<input type="checkbox"/> I would like a family account credit that I can use for future registrations.
<input type="checkbox"/> I would like a cheque as my original payment was made by cash, cheque or debit.
<input type="checkbox"/> I would like the refund amount to be credited to my credit card as my original payment was made by credit card.

For Office Use Only	
Date Received (MM/DD/YYYY):	Time Received:
Classes elapsed at time of request:	Was a medical note provided? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Full refund given. <input type="checkbox"/> Partial refund given. <input type="checkbox"/> Full credit given. <input type="checkbox"/> Partial credit given.	
Amount of Refund or Credit:	
Staff Signature:	

Once form is complete, please drop off at Essex Recreation Complex,
Email to refund@essex.ca or fax to 519-776-9528.