



Town Of Essex – Recreation Services Specialty Program Refund or Credit Request Form

Refund and Withdrawal Policies

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 or faxed 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 Specialty Program Transfer and Refund Policy outlined 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. Requests will not be handled by phone.

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.

Specialty 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Participant is removed from the program by Town staff	A participant is withdrawn by our staff due to program incompatibility	Receive a pro-rated refund	Receive a pro-rated credit



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

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.