

# WITHDRAWAL REQUEST FORM

(Please print clearly)

## Family Information

Parent/Guardian Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

## Course /Membership Information

Participant's Name: \_\_\_\_\_

Course/Membership Name: \_\_\_\_\_ Barcode: \_\_\_\_\_

Course Day: \_\_\_\_\_ Course Time: \_\_\_\_\_

See reverse for Withdrawal and Cancellation Policies. An administration fee will apply.

Please check the description(s) that best explains why you are withdrawing from the course:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Scheduling Conflict | <input type="checkbox"/> Class size too large  | <input type="checkbox"/> Program not what I expected |
| <input type="checkbox"/> Medical             | <input type="checkbox"/> Instructional quality | <input type="checkbox"/> Moving out of area          |
| <input type="checkbox"/> Other: _____        |  |  |

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Credit Account | <input type="checkbox"/> Refund to Credit Card | <input type="checkbox"/> Cheque (allow up to 4 weeks) |
|---|--|---|

### OFFICE USE ONLY

Received By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Area(circle): Aquatic      Program      Fitness      Camps      Supervisor: \_\_\_\_\_

Full Refund:       Program Administration Fee:

Partial Refund:       Camp(s) Administration Fee:

Account #: **11.70.740.0505**      Receipt #: \_\_\_\_\_      Amount: \$ \_\_\_\_\_

Voucher #: \_\_\_\_\_

Department Approval: \_\_\_\_\_ Date: \_\_\_\_\_

# WITHDRAWAL AND CANCELLATION POLICIES

## RECREATION PROGRAMS

If you withdraw from a program, you will be credited/refunded the cost of the program less the applicable administration fee. Credits/refunds will be prorated from the time the withdrawal request is received in writing. You will receive a full credit, refund or transfer to another class if your program is cancelled.

\*Withdrawal requests must be received in writing at least seven (7) days prior to the first class. Refunds will not be granted after the 3<sup>rd</sup> day of programming unless a medical note\*\* is presented. If more than one class is cancelled by the Town, make up classes will be scheduled, or credit will be issued.

## AQUATIC LEADERSHIP PROGRAMS

If you withdraw from an aquatic leadership program, you will be credited/refunded the cost of the program less the applicable administration fee. Credits/refunds will be prorated from the time the withdrawal request is received in writing. You will receive a full credit or refund if your program is cancelled.

\*Withdrawal requests must be received in writing at least seven (7) days prior to the first class. No credits/refunds will be issued after the start of the program unless a medical note\*\* is presented. Aquatic leadership courses require 100% attendance; open spaces cannot be filled once the course has begun.

## MEMBERSHIPS

If you cancel a fixed term or yearly membership, refunds are based on monthly rates. Partial months are not refundable, refunds are calculated from the monthly anniversary date. Refunds are subject to an administration fee and are not backdated.

Refunds/credits will not be issued:

- After a membership has expired
- For time not used due to illness, vacation, personal emergency, inclement weather or closure due to maintenance issues.

Auto-renewed monthly memberships require fourteen (14) days notice prior to the start of the next billing cycle to cancel. Partial months are not refundable. The administration fee does not apply to this cancellation.

## CAMPS

If you withdraw from camp, you will be credited/refunded the cost of the program less the applicable administration fee. Credits/refunds will be prorated from the time the withdrawal request is received in writing. You will receive a full credit, refund or transfer to another camp if your program is cancelled. Before and after care are not subject to the administration fee.

\*Withdrawal requests must be received in writing at least seven (7) days prior to the first day of camp. Credits/refunds will not be issued after the start of camp unless a medical note\*\* is presented.

## FACILITY RENTALS (INCLUDING SPORTS FACILITIES)

If you cancel an individual date within a seasonal permit, you will receive a prorated credit/refund and be charged the applicable administration fee. If you cancel a seasonal permit, you will receive a credit/refund of 20% of the contract price and be charged the applicable administration fee.

\*All cancellation requests must be received in writing at least fourteen (14) days prior to the start of the permit. You will receive a full credit/refund if your permit is cancelled.

Please note:

- a. During playoffs, seasonal permit holders MUST submit their cancellations requests in writing at least three (3) days prior to the permit date. No refunds will be issued beyond the start of the permit date.
- b. Cancellation policies will be discussed at the time of booking for large events (i.e. – weddings, Museum bookings, 19 on the Park bookings, etc.).

## MUSEUM – EDUCATION PROGRAMS

\*All cancellation requests must be received in writing at least fourteen (14) days prior to the start of the program. Cancellations requests received with less than fourteen (14) days notice will incur a charge of 20% of the original booking fee; requests to reduce the number of participants by more than 10% will not be accepted with less than fourteen (14) days notice. You will receive a full credit/refund if your program is cancelled.

## DROP IN PROGRAMS

Single pass and 10 Tickets are non-refundable

\*Withdrawal requests and membership cancellations received in writing can be submitted by fax, mail or in person at the Leisure Centre. Refunds will not be granted for classes missed due to illness, vacation, personal emergency, inclement weather or closures due to maintenance issues.

Administration fees are approved by Council and available in the Town's Fee By-law that can be found at [www.townofws.ca/en/residents/Fee-Info.aspx](http://www.townofws.ca/en/residents/Fee-Info.aspx); all administration fees are applied per person, per class or membership, or per permit.

\*\*Acceptable medical notes include: Doctor's note, pre-op instructions, fracture clinic paperwork, discharge paperwork.