



Refund Request Form

FORM FOR DROP-OFF, MAIL OR FAX 905 771 2481.

FOR OFFICE USE ONLY

Date Received: ____/____/____ (dd/mm/yy) Full Refund: \$ _____ Date Processed: ____/____/____ (dd/mm/yy)
 Time Received: _____ Pro-rated Refund: \$ _____ Processed By: _____
 Received By: _____ # of classes remaining: _____

PLEASE PRINT

A. ADULT/PARENT/GUARDIAN INFORMATION

LAST NAME: _____ FIRST NAME: _____
 FAMILY ADDRESS: _____ APT/UNIT #: _____
 CITY/TOWN: _____ POSTAL CODE: _____
 HOME PHONE NO.: _____ EMAIL ADDRESS: _____

B. PARTICIPANT INFORMATION

LAST NAME: _____ FIRST NAME: _____ BIRTH DATE: DAY | MONTH | YEAR GENDER: M F

C. COURSE INFORMATION

COURSE NAME	COURSE CODE	LOCATION	START DATE	TIME	LESS # CLASSES

COURSE CATEGORY: General Program Summer Camp One-Day Course or Workshop Aquatic Program Aquatic Leadership Course

D. REASON FOR WITHDRAWAL

Course day/time does not fit my schedule Course content not what was expected Class too long (# of weeks)
 Course location Instructional quality not what was expected Class too long (# of hours per class)
 Medical reasons (please attach a doctor's note) Class size too large
 Other (please explain): _____

Refund Request Forms will be processed according to the criteria outlined below. **Once approved, please allow four to six weeks for refund processing.** Submission of a form does not guarantee that a refund will be issued, and non-attendance at a program does not constitute a notice of withdrawal. Refund requests will not be handled by phone or email.

SITUATION	OUTCOME
If we receive your Refund Request Form at least five business days prior to the course start date...	You will receive a full credit or refund as requested.
If we receive your Refund Request Form less than five business days prior to the course start date...	You will receive a full refund less a \$10 administration fee. If you accept a credit on your account rather than a refund, the fee will be waived.
If we receive your Refund Request Form on the first day and up to and including the second day of the course...	You will receive a pro-rated credit or refund less a \$10 administration fee. You will not receive a credit for the class that takes place on the day we receive your Refund Request Form.
If we receive your Refund Request Form after the second day of the course or after the program has ended...	No credit or refund will be issued.
If we receive your Refund Request Form accompanied by a doctor's note indicating that the participant can no longer attend due to medical reasons...	You will receive a pro-rated credit for any classes remaining as of the date the Refund Request Form and doctor's note are received.

Requests for refunds for Aquatic Leadership courses and one-day courses or workshops must be received in writing at least five business days prior to the program start date. Participants cannot register for these courses once they have begun, therefore, this time is required to contact persons on the waitlist to fill the space. You will receive a full credit or refund if your Refund Request Form is received at least five business days prior to the course start date.

I acknowledge that I have read and understand the Refund Request processing criteria as outlined above.

Client Signature: _____ Date: _____

E. REFUND INFORMATION

- Credit my family account**
(to be used toward future registration or membership fees)
- Refund my Credit Card**
(if original payment was made by VISA or MasterCard)
- Refund by Cheque**
(if original payment was made by cash, cheque or Interac)