

***NEW* EFFECTIVE DECEMBER 1, 2016**

REFUNDS, CREDITS & LATE REGISTRATION

RECREATION MEMBERSHIPS:

- No refunds will be issued for recreation memberships.

PROGRAM CANCELLATIONS:

- Should we cancel a program due to insufficient enrollment or other extenuating circumstances, a full refund will be made. You will not be charged an administration fee for this.
- The Recreation Coordinator will notify you as soon as a decision regarding class cancellation has been made.
- Please allow a couple weeks for processing and mailing of cheque.

REFUNDS:

- Refunds will be considered up to seven days prior to program start date.
- An administration fee of \$10 will be applied to all refund requests.
- Requests received less than seven days of the program start date will not receive a refund.
- If you withdraw after a program start date, there will be no refund.

CREDITS ON ACCOUNT:

- If you are withdrawing seven days prior to program start date, you may choose to leave your refund on your account as a credit for another program. Credits must be used before year end or they will become the property of the Town of Regina Beach.

LATE REGISTRATION:

- Late registration for programs will be considered if they can be accommodated.
- When you register late for a program a late registration fee in the amount of \$10 will be applied.

WAIT LISTS:

- In the event that a program is full, a waiting list may be established.
- If you are on a wait-list and you receive a call that there is space available, we will hold the spot for 24 hours only.

RETURNED CHEQUES:

- Payments made by cheque which have not been honoured by the bank must be replaced immediately and are subject to a \$25 fee for each returned payment.
- If payment is not replaced withdrawal from program will be enforced.

Your satisfaction is important to us. The above are put in place to ensure programs and program information can be delivered in a timely manner.