

Recreation Refund Policy			
Effective Date	February 23, 2021 Resolution # 07-2021	Policy Type	Public, Operational
Responsibility	Director, Community Services	Cross-Reference	
Approver	Council	Appendices	

This policy does not apply to subsidized registration.

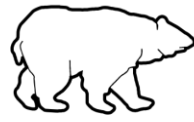
The effective date of the withdrawal is the date the withdrawal notice is received by the Town, regardless of the date the participant stopped attending the class.

Refunds:

- A full refund will be made upon cancellation of a program or activity by the Town of Cochrane. Refunds will not be possible in the event of an unexpected situation such as inclement weather, power failure, building evacuation, mechanical difficulties, or emergency pool maintenance (inclusive of pool fouling)
- The Town of Cochrane reserves the right to close the facility for maintenance or repairs.
- Refunds are calculated based on the date the Refund Request Form is submitted
- Refunds for programs will be charged an Administration Fee of \$25.00
- Refunds for memberships will be charged an Administration Fee of \$50.00
- Please allow 4-6 weeks for a processing of refunds.
- “Make-up Classes” are not available for missed classes.
- Non-attendance and notification to an instructor does not constitute a notice of withdrawal.
- Refunds for memberships or programs that are 75% expired will not be granted.
- Memberships are not transferable.
- Programs may not be transfer from person to person.
- The Town of Cochrane reserves the right to cancel a program due to insufficient enrollment, so please register early.

Refund requests must be submitted online and sent to Email:

recreation@cochraneontario.com



ONTARIO

COCHRANE**REFUND REQUEST FORM**

Account Information			
First Name		Last Name	
Street Number	Street Name		
Suite/Unit Number	City	Province	Postal Code
Telephone Number	Mobile Number	Email	

Participant Information		
First Name		Last Name
Program Name	Course Code	Request Date (yyyy-mm-dd)

Reason for Withdrawal, Refund and/or Credit		
<input type="checkbox"/> Medical	<input type="checkbox"/> Course Location/Time Changed	<input type="checkbox"/> Schedule Conflict
<input type="checkbox"/> Moved	<input type="checkbox"/> Other: _____	
Receipt Reprint at a later date will be subject to an administrative fee of \$5 per request.		

Refund or Credit
<input type="checkbox"/> Please issue me a refund . One administrative fee per person, per program. Refund will be by cheque or to the original credit card used for payment.
<input type="checkbox"/> Please issue me a credit . One administrative fee per person, per program. Credit will show on your registration account for future Town of Cochrane programs registrations and or memberships.