

Recreation Services Refund Information

PROGRAMS

FULL REFUND

- » Full refund of course registration fees will be issued when a program is cancelled by Recreation Services; or a registrant withdraws at least 3 calendar days prior to the start of the first class.

NO REFUND

- » No credits or refunds will be issued after the start of the second class unless for medical reasons.
- » A medical certificate is required unless exempted by the Director of Recreation Services.
- » Program materials/manuals are non-refundable.

PARTIAL REFUND

- » Partial refund (fee for first class deducted) of a course registration fee will be issued when a registrant withdraws from a course for any reason less than 3 calendar days prior to the start of the first class and up to the start of the second class.

CAMPS

FULL REFUND

- » Full refund of camp registration fees will be issued when registrant withdraws 5 calendar days prior to the start date of a camp.
- » This includes, but is not limited to the following: Summer Camps, Spring Break Camps, Winter Holiday Camps, Pro D Day Camps, and LEAP Camps.

NO REFUND

- » No credits or refund will be issued if less than 5 calendar days' notice is given unless for medical reasons.
- » A medical certificate is required unless exempted by the Director of Recreation Services.
- » Camp materials/manuals are non-refundable.

FACILITY RENTALS

FULL REFUND

- » Cancellations 5 calendar days before the rental start time receive a 100% refund.

PARTIAL REFUND

- » Cancellations 3 calendar days before the rental start time receive a 75% refund.
- » Cancellations 2 calendar days before the rental start time receive a 50% refund.

NO REFUND

- » No refunds will be provided for cancellations made less than 48 hours before the start time of the rental.

AQUATICS - SPECIALTY PROGRAMS

This includes, but is not limited to the following: Water Safety Instructor, Standard First Aid, National Lifeguard, Bronze Star, Bronze Medallion, and Bronze Cross.

FULL REFUND

- » Full refund of Aquatic Specialty Courses fees will be issued when registrant withdraws 5 calendar days prior to the start date of the Course.

NO REFUND

- » No credits or refund will be issued if less than 5 calendar days' notice is given unless for medical reasons.
- » A medical certificate is required unless exempted by the Director of Recreation Services.
- » Aquatic Specialty Program materials/manuals are non-refundable.

CAMPGROUND

- » No Refund

MERCHANDISE

- » Merchandise may be returned within 14 days of purchase, only if it is found to be defective.
- » A cash register receipt is required.

Refunds

Refund Procedure

- » Eligible credits are automatically placed on the client's account.
- » Requested refunds are subject to a \$10 administration fee (unless the program was cancelled by Recreation Services) and a cheque is issued through the mail.
- » Cheques may take up to 2-3 weeks for processing.



For additional information please visit our Customer Service Team.

Brennan Park Recreation Centre

1009 Centennial Way, Squamish, BC
604.898.3604

Regular Office Hours: (subject to change)

Saturday	9:00 am - 8:00 pm
Sunday	9:00 am - 9:00 pm
Monday	8:00 am - 10:00 pm
Tuesday	8:00 am - 10:00 pm
Wednesday	8:00 am - 10:00 pm
Thursday	8:00 am - 10:00 pm
Friday	8:00 am - 9:00 pm

Squamish Seniors' Centre

1201 Village Green Way, Squamish, BC
604.848.6898

Regular Office Hours:

Monday - Friday 8:30 am - 4:30 pm
Closed on statutory holidays.

Clock Tower Cafe Hours:

Monday - Friday 9:00 am - 4:30 pm

Wi-Fi available at all locations

Visit us online at squamish.ca/rec and
www.facebook.com/squamishrecreationsservices
Register online at squamishlive.ca



SQUAMISH

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Withdrawal/ Cancellation Credit and Refund Information

RECREATION SERVICES