

# 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 full calendar days prior to the start of the first class.

### 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 full calendar days prior to the start of the first class and up to the start of the second 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.

## CAMPS

### FULL REFUND

- » Full refund of camp registration fees will be issued when registrant withdraws 5 full 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 full 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 full calendar days before the rental start time receive a 100% refund.

### PARTIAL REFUND

- » Cancellations 3 full calendar days before the rental start time receive a 75% refund.
- » Cancellations 2 full 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 full calendar days prior to the start date of the Course.

### NO REFUND

- » No credits or refund will be issued if less than 5 full 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

## 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 a.m. - 8 p.m.
Sunday	9 a.m. - 9 p.m.
Monday	8 a.m. - 10 p.m.
Tuesday	8 a.m. - 10 p.m.
Wednesday	8 a.m. - 10 p.m.
Thursday	8 a.m. - 10 p.m.
Friday	8 a.m. - 9 p.m.

## The 55 Activity Centre

1201 Village Green Way, Squamish, BC  
604.848.6898

### Regular Office Hours:

Monday	8:30 a.m. - 4:30 p.m.
Tuesday - Friday	8:30 a.m. - 9 p.m.
Saturday	8:30 a.m. - 4:30 p.m.

Closed on Sundays and statutory holidays.

### Clock Tower Cafe Hours:

Monday - Friday	9 a.m. - 4:30 p.m.
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## Wi-Fi available at all locations

Visit us online at [squamish.ca/rec](http://squamish.ca/rec) and  
[www.facebook.com/squamishrecreationsservices](https://www.facebook.com/squamishrecreationsservices)  
Register online at [squamishlive.ca](http://squamishlive.ca)



[squamish.ca](http://squamish.ca)



# Withdrawal/ Cancellation Credit and Refund Information

RECREATION SERVICES