



# Ramara Recreation Refund Request

FOR OFFICE USE ONLY

Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ (d/m/y)     Full Refund: \$ \_\_\_\_\_    Date Processed: \_\_\_\_/\_\_\_\_/\_\_\_\_ (d/m/y)  
Time Received: \_\_\_\_\_     Pro-rated Refund: \$ \_\_\_\_\_    Processed By: \_\_\_\_\_  
Received By: \_\_\_\_\_     # of classes remaining: \_\_\_\_\_

## APPLICANT INFORMATION

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY/TOWN: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
HOME PHONE #: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

## PARTICIPANT INFORMATION

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ BIRTH DATE: \_\_\_\_\_

## COURSE INFORMATION

COURSE NAME: \_\_\_\_\_ LOCATION: \_\_\_\_\_ START DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

## 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 credit card

**Refund by cheque**  
If original payment was made by cash, cheque or interac

## PROGRAM WITHDRAWAL & REFUND POLICY

Program withdrawal and refund requests must be made by completing the Refund Request Form. Your completed form must be brought to Ramara Centre during its hours of operation or faxed to the attention of The Recreation Coordinator at 705-325-2744. 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 of a program does not constitute a notice of withdrawal.

**Refund requests will be accepted by use of this form sent by fax #705-325-2744, email recreation@ramara.ca or brought in person to Ramara Centre or Township Office.**

WITHDRAWAL PRIOR TO PROGRAM START—Refunds/Credits will be issued up to **seven days** prior to the start of a program with an administrative fee of \$10.00 \*\*

WITHDRAWAL AFTER PROGRAM START—if refund request is received up to the second day of the program you will receive a prorated refund, less a \$10.00 administrative fee. \*\*

MEDICAL ISSUES— Medical refund requests must be accompanied by a doctor's certificate/note and the \$10.00 administrative fee will be waived. \*\*

\*\*NOTE— Absolutely NO REFUNDS will be given after the mid-point of the program. The refund will be pro-rated based on the number of classes left in the recreation program at the time the request is received, regardless of the date the registrant stopped attending the recreation program.

CANCELLATION OF PROGRAM— If we cancel your program for any reason you are eligible for a full refund without penalty.

REMOVAL FROM PROGRAM— If a participant is removed by an instructor due to incompatibility, you will receive a prorated credit for any classes remaining as of the date of removal.