



Recreation Services Credits and Refunds Policy

PROGRAM CREDITS AND REFUNDS

Registered Programs and Custom or Private Lessons

Saanich Recreation will issue a **full credit or refund** for withdrawals, less program supply fees if applicable, only when the request is received **72 hours prior to the first session**. Saanich Recreation will not process refunds requested after the 72-hour notice period unless there is a medical or compassionate reason and the request is approved by the programmer or contractor, in the case of contracted programs. Proof of medical or compassionate reasons may be required.

Saanich Recreation does not issue credits or refunds for individually missed classes. Credits or refunds are only processed for class cancellations or participant withdrawals. Credits are valid for 12 months from the issue date.

Full Day Programs - Includes One-Day Programs, Multiple-Day Programs, Day Camps

Saanich Recreation will issue a **full credit or refund** for withdrawals only, less program supply fees, when the request is received by Saanich Recreation staff by phone or in person, and processed by **12:00pm (noon), five calendar days in advance** of the camp or program start date. Saanich Recreation will not process refunds requested after the five-day notice period unless there is a medical or compassionate reason and the request is approved by the programmer, manager, or the contractor, in case of contracted programs. Proof of medical or compassionate reasons may be required.

Example: Request must be received by 12:00pm (noon) on the Wednesday before a camp or program that starts on a Monday.

Saanich Recreation does not issue credits or refunds for individually missed classes or days. Credits or refunds are only processed for full class or program cancellations, or participant withdrawals. Credits are valid for 12 months from the issue date.

Full Year Preschool Programs

This policy does not apply to full year preschool programs and follow specific preschool program refund policies and procedures.

Reserved Drop-in Classes

Saanich Recreation will issue a full credit or refund for withdrawals only when the request is received before the class start time.

PASS REFUNDS AND CREDITS

No refunds are issued on one-month, annual passes, multi-visit access passes, or the Greater Victoria Regional Recreation Pass unless medical or compassionate reasons are approved by the administrative supervisor, programmer or manager. Proof of medical or compassionate reasons may be required. If approved, the refund will be pro-rated based on the amount of time left on the one-month, annual pass or, in the case of multi-visit access passes, the number of passes left at purchase value. Regional Recreation Passes must be surrendered, or a photo must be sent showing that the pass and sticker has been destroyed before a refund or cancellation of scheduled payments will be processed.

No refunds are issued on the continuous pass, unless medical or compassionate reasons are approved by the programmer or manager. A client who wishes to cancel their continuous pass can serve notice at any time and all future scheduled payments will be cancelled. The pass will remain valid until the date of the next scheduled payment. Clients who wish to purchase a new continuous pass after cancellation will be subject to the same terms and conditions as a new continuous pass purchase.

Saanich Recreation does not permit pass suspensions or extensions.

Expiry Dates of Multi-visit Passes

Multi-visit access passes purchased as of August 3, 2021 will be valid for three years from the date of purchase. After that point they will be considered expired; they will no longer be accepted and not eligible for refund or credit.

Gift Card Refunds

There are no refunds, exchanges or credits on the purchase of a gift card (loading of a gift card for future purchases). If a purchase is tendered using a gift card and subsequently withdrawn, a credit is put on the client's account. No cash refunds are permitted.

REFUND PROCESSING

Cheque refunds (for cash, debit and cheque transactions) require a minimum of ten (10) working days to complete. Refund cheques are sent directly to the original payer.

Credit Card Refunds: Refunds must be issued to the same credit card used for the original purchase.

EXCEPTIONAL SITUATIONS

Without notice, the District may alter this credit and refund policy.