City of London Recreation & Sport Services
Withdrawal and Refund Operating Procedure

In any instance where the City of London cancels a recreation program, a full credit or refund will be issued.

1. General Programs - Withdrawal & Refund Policy

Section 1.0 applies to all general recreation programs including (but not limited to): Learn to Swim Programs, Learn to Skate Programs, Community & Seniors’ Centre Programs, Day Camp Programs and Storybook Gardens Programming.

The effective date of any withdrawal is the date the request is received by Recreation & Sport Customer Service, regardless of whether a participant attended the program.

• For withdrawal requests made more than 7 days prior to the start of the program, your account will be credited in full.

• For withdrawal requests made 7 days or less up until the start of the first class, your account will be credited 75% of the program fee.

• For withdrawal requests made after the first class up until the start of the third class, you will be credited 75% of the program fee after a per class fee for all program dates that have already occurred (regardless of attendance) have been deducted. Credits can remain on your family account for any future use towards programs or services.

• Requests for withdrawal or transfer beyond the third class will only be considered for medical reasons or on compassionate grounds. Supporting documentation for these requests must be submitted prior to the completion of the program.

2. Drop-In Programs - Withdrawal & Refund Policy

Section 2.0 applies to all drop-in (one time) programs offered at any City of London recreation facility.

• For withdrawal requests made prior to the start of the program, your account will be credited in full.
• No credits or refunds will be issued for withdrawal requests made after the start of the program, except in extenuating circumstances as approved by a supervisor.

3. Aquatic Leadership and First Aid Programs – Withdrawal & Refund Policy

Section 3.0 applies to all Aquatic Leadership Programs (Bronze Star and above), First Aid Programs and Leader in Training (LIT) Programs.

• For withdrawal or transfer requests made more than 10 days prior to the start of the program, your account will be credited in full.

• For withdrawal or transfer requests made 10 days or less up until the start of the first class, your account will be credited 50% of the program fee.

• Requests for withdrawal or transfer beyond the start of the program will only be considered for medical reasons or on compassionate grounds. Supporting documentation for these requests must be submitted prior to the completion of the program.