

Refund Policy

CITY OF REGINA REGISTERED PROGRAMS

LATE REGISTRATION

Late registrations for programs will be accepted whenever possible. Customers registering late will pay a pro-rated fee for the program.

CITY CANCELLATIONS

All programs are subject to cancellation due to insufficient registrations or other extenuating circumstances. The customer will either be issued a refund or a credit for any City-initiated program cancellations. There will be no withdrawal fee associated with these cancellations or transfers.

CUSTOMER CANCELLATIONS

Registered participants may withdraw from a program before 12:00 p.m. on the calendar day following the second class. If they withdraw by this cut-off time, the participant can take advantage of one of the following options:

- receive a pro-rated credit on their account to be used for future programs and services
- receive a pro-rated refund less a withdrawal fee of \$10* per program

Participants requesting to withdraw from a program after this cut-off time will be charged the full value of the program and will not be refunded. If a participant moves away from the Regina area, they will receive a pro-rated refund less a withdrawal fee of \$10 per program. If a participant is withdrawing due to medical reasons (with supporting documentation), they can either receive a pro-rated credit on their account to be used for future programs and services, or they can receive a pro-rated refund with no withdrawal fee applied.

If a customer wants to receive a refund of their full credit amount on account, they will either be charged a \$10 fee or 10% of the total credit amount (whichever is greater).

For some programs, no credit will be given for any withdrawal reason. Participants will be informed of these special circumstances at the time of registration.

TRANSFERS

Participants may transfer programs, provided this can be accommodated by the program they are transferring into. No withdrawal fees will be applied to transfers. Pro-rated fees or refunds will be applied to any difference in fees.

**or a withdrawal fee of 100% of the pro-rated credit if the credit is less than \$10.*

LEISURE PASS & BULK ADMISSIONS

TEMPORARY SUSPENSION

If a customer requests cancellation due to a medical reason, the customer can choose to have their Leisure Pass or Bulk Admission temporarily suspended for the duration of their illness, provided that the customer knows the defined return date from his or her medical condition.

If a facility is closed for 7 days or longer, customers who do not wish to use another facility during the closure have the option of suspending or extending their Leisure Pass for the duration of the closure.

CANCELLATIONS

Cancellations of Leisure Passes and Bulk Admissions are not permitted unless the pass holder moves away from the Regina area or due to a medical reason (with supporting documentation). Single admission options are provided for customers who are not sure whether they want to make a commitment.

Leisure Pass holders who cancel because they are moving away from the Regina area will be provided a pro-rated refund minus the withdrawal fee (which is the equivalent of a one-month pass of the appropriate age category). For Bulk Admission cancellation, the pass holder will receive a pro-rated refund less a withdrawal fee of \$10*.

**or a withdrawal fee of 100% of the pro-rated credit if the credit is less than \$10.*