

# Campus Recreation & Wellness Centre Children's Programs

## Program Refund Policy:

### Full refunds

Participants will receive a full refund if:

- Program is cancelled by the Campus Recreation & Wellness Centre before the start date of the program
- Participant withdraws from the program at least seven (7) calendar days prior to the start of the program

### Partial Refunds

**\*Written refund request refers to the completion and submission of a CRWC Refund Request Form**

Participants will receive a partial refund if:

- **Written** refund request is received from the parent or guardian and the participant withdraws from a program less than seven (7) calendar days prior to the program start date.

Refunds are not issued after the second day of the program, unless for medical reasons and written refund request is accompanied by a doctor's note. All partial refunds will be pro-rated on the percentage of the program remaining at the time the **written** refund request is **received**, and subject to a \$15.00 administration fee.

### Refund requests

- Non-attendance does not constitute notice of withdrawal
- Requests for partial refund must be submitted on a Refund Request Form to the CRWC front staff in person or by fax (905.721.3374)
- Refund Request Forms are available online at [www.campusrecreationcentre.com](http://www.campusrecreationcentre.com) and at the CRWC front desk
- Refund requests are reviewed by the Facility Coordinator and approved by the Director of Athletics

### Returned Payments

An administration fee of \$30 will be charged for all returned payments that are forwarded to us by the bank.