

Refunds & Credits

Programs may, at times, be cancelled due to insufficient enrollment. In the event of a cancellation, time or location change, participants will be notified with as much lead time as possible.

Membership Cancellations

- A pro-rated refund or credit will be issued
- No refunds for used 10 or 20 entry passes
- Cancellations subject to a \$5 cancellation fee

Program Cancellations:

- Should we cancel a program, your preference of a full refund, credit on account or enrollment in another available program will be made available
- Please allow 3 weeks for processing and mailing of a refund cheque
- Payments made by credit or debit card will be refunded back to the card

Withdrawals & Transfers:

Programs

- Refunds will only be considered 24 hours prior to 1st class
- After the 1st class start date, refunds or credits will be prorated from the date of request
- Requests received less than 24 hrs before a class will result in that class being considered attended
- Medical refunds or extension requests must be accompanied by a valid Doctor's note
- Subject to a \$5 withdrawal fee

Aquatic Leadership Programs & Private Swimming Lessons

- 48 hrs notice is required to obtain a refund
- Refunds will not be granted to registrants who do not possess all prerequisites and present them on the first day of the course

Tournaments & Leagues

- Refunds require approval of the Coordinator
- Please refer to the individual program information for details
- There are no refunds for team or individual player withdrawals from the leagues once the schedule has been published

Community Sport Organization Programs - where the City is performing only registration services

- Refunds requested 24 hrs prior to 1st class are eligible for a full refund
- Refunds requested within 24 hrs of the 1st class or later are not eligible through the City but registrants can contact the respective organization regarding their refund policy

Waitlists

If you are on a waitlist and you receive a call that there is space available, we will hold the spot for 24 hrs only. On long weekends, this time will be extended until the first business day after the holiday.

Medical Refunds or Extensions

- Programs or memberships - requests must be accompanied by a valid Doctor's note.

Credits

You may choose to leave your refund on your account as a credit to be used at a later date but please be advised that credit balances on account are subject to Council Policy #330:

- Credits less than \$50 will become the property of the City of Kelowna after one year of inactivity
- Credits greater than \$50 will become the property of the City of Kelowna after 3 years of inactivity

Senior's Discount & Rates

We offer a reduced rate on our general admission fees & passes for customers 65 yrs and older. Please let us know if you qualify for the discount or reduced rate prior to purchasing. Please note that Pharmacare card or equivalent must be presented.

Children's Fitness Tax Credits

For information, please refer to the Canada Revenue Agency website at www.cra-arc.gc.ca.

Customer Satisfaction

Your satisfaction is important to us. Should you be unsatisfied with a program or service we offer, a refund may be issued at the discretion of management.