

Program Cancellation Request

Name of participant _____

Program _____

Season / Year _____

Name of refund recipient _____

Address _____

City _____ Postal Code _____

Phone _____ Email _____

Refund Cheque (Allow 3 to 4 weeks for delivery)

Credit Note—Recreation Account (non-refundable, once credited)

Reason for request

- Scheduling conflict
- Medical reason (must include medical note)
- City cancelled program
- Deposit
- Day Camp Week Transfer
- Other (please print reason) _____

FOR DAY CAMP WEEK TRANSFERS ONLY—\$50 per week transferred*
 As indicated in your invoice, select the week number you wish your child to be transferred **from** and the week number to be transferred **to**.

FROM week:	1	2	3	4	5	6	7	8
TO week:	1	2	3	4	5	6	7	8

**Refer to Côte Saint-Luc Day Camp policy, page 2.*

Program Cancellation and Reimbursement Policy

A reimbursement request will only be considered upon the Recreation Department receiving a completed and duly signed Program Cancellation Request form, within the set delays; refer to point 2 below for more details. Verbal and/or email requests without a fully completed form, will not be considered.

Reimbursements can only be provided via cheque, or a credit note on the client's Recreation Department account. Hereafter, *refund* refers to reimbursement via cheque and *credit* to a credit note on the client's Recreation Department account.

A Program Cancellation Request Form must be submitted for every single program cancellation requested.

- All regular reimbursements are subject to an administration fee of twenty percent (20%) of the total cost of the program up to a maximum of one hundred dollars (\$100).
- Unless otherwise mentioned, a Program Cancellation Request form must be submitted within the following delays to be eligible for reimbursement.
 - For one (1) day programs, a duly signed Program Cancellation Request form must be received **prior** to the start date of the program. Cancellation requests received on the date the program starts, will not be eligible for reimbursement.
 - For all other programs/activities, a duly signed Program Cancellation Request form must be received **prior** to the start date of the program's third (3rd) class. Cancellation requests received on the scheduled date of the program's third class, are not eligible for reimbursement.
 - Applications received before the program's third class, but on the scheduled date of the first or second class, will have the pro-rated cost of that class deducted from the total reimbursement amount, regardless of your participation (or non-participation) in the program on the date in question.

Once the above-mentioned deadlines occur, reimbursement requests (refund or credit) will not be accepted. These deadlines do not apply to medical reimbursement requests.

- All eligible reimbursement requests (unless otherwise stated) will be pro-rated per class according to the total number of classes in the program.
- Pro-rated calculations start on the date the Recreation department receives the completed Program Cancellation Request form. Classes which already concluded or scheduled on the date that the request is received, will be deducted from the total reimbursement amount.

Reimbursements via Cheque (Refund)

- A 20% administration fee will be applied to all regular refunds as per point 1 above.
- Only amounts greater than twenty dollars (\$20) will be reimbursed via cheque.
- Refunds will be issued to the person who was invoiced.
- A cheque will be mailed to the client's address on file by the City's Finance Department. Please allow for a delay of three (3) to four (4) weeks for processing of refunds.

Reimbursements via Credit Note on Client's Recreation Account

- The 20 % administration fee will be waived for regular reimbursement requests via credit note on file.
- Credit Notes are not eligible for cheque refunds, once processed.
- All credit notes are valid for a 36-month period (3 years) from the date they are issued. After 36 months have lapsed, all unused credits will be voided and no longer available for use.

Administrative use only

Application received by (employee name) _____

Application received on (MM/DD/YY) _____

Invoice # (invoice must be attached) _____

Program start date (MM/DD/YY) _____

Program Manager advised of cancellation?
 Yes No N/A

Total COST (A)	\$	_____
DEDUCTIONS FROM COST		
PAPs/Deposit	\$	_____
Non-refundable fees	\$	_____
Portion used	\$	_____
Administration fee	\$	_____
Total deductions (B)	\$	_____
Total REIMBURSEMENT (A - B)	\$	=====

REIMBURSEMENT DECISION

Approved Client advised?
 Declined Yes No

Decision authorized by (employee name) _____

Date (MM/DD/YY) _____

Authorization signature _____

Additional notes _____

Processed by _____

Processing date (MM/DD/YY) _____

Memberships

Excluding medical reasons, all membership purchases (seasonal, annual) are final and not eligible for reimbursement.

- a. Seasonal Memberships refer to Outdoor Pool Memberships, Hampstead/Montreal West Off Season Indoor Pool Membership, Pickleball and Tennis Club Memberships
- b. Annual Memberships refer to Fun Cards
- c. This policy applies to the above-mentioned memberships and to any other membership introduced by the Recreation Department here forward.
- d. Memberships are not transferable, cannot be put on hold or have their expiry date extended.

Reimbursements for Aquatic Teams (year-long programs only)

- a. Program cancellation requests are accepted up to and including December 15th of the program's start year. No credits or refunds will be issued after this date.
- b. Club Fees are non-refundable after the 30th of September of the program's start year.
- c. The volunteer fee is fully refundable up to and including December 15 of the program's start year.
- d. Refunds will be pro-rated on a weekly basis for request received on or before the 15th of the month. After the 15th of the month, a month is considered completed and no longer eligible for reimbursement, independently of the registration date.
- e. Competition and travel related fees are not eligible for reimbursement.
- f. Late registrations received after December 15 are final and not eligible for reimbursement.
- g. Club fees paid for late registrations are non-reimbursable.
- h. All refunds are subject to the twenty percent (20%) administration fee as per the Program Cancellation and Reimbursement policy.

Reimbursements for year long Sport Programs (run more than one session)

- a. Program cancellation is permitted up to and including ten (10) weeks from the program's start date. No credits or refunds will be issued after the set date.
- b. Reimbursements will be pro-rated on a weekly basis. Once a week has begun (Monday), it is considered to have been completed and no longer eligible for reimbursement.

Reimbursements for Intercommunity Baseball

- a. A duly signed Program Cancellation Request form must be received prior to the date of the program's third (3rd) practice. Cancellation requests received on the scheduled date of the 3rd practice, are not eligible for reimbursement.
- b. Requests received before the program's third practice, but on the scheduled date of the first or second practice, will have the pro-rated cost of that date deducted from the total reimbursement amount, independently of your participation (or non-participation) in the practice, on the date in question.

c. Uniforms must be returned at the same time that a Program Cancellation request is submitted. Failure to return the uniform will have the cost of the uniform deducted from the total amount of the reimbursement.

Reimbursements for Côte Saint-Luc Day Camp

- a. A Program Cancellation Request form for camp week cancellations or transfers between weeks, must be submitted a minimum of ten days (10) prior to the start of the week (Monday) the request applies to.. Once a week has begun it is considered to have been completed and no longer eligible for reimbursement.
- b. **In addition** to the refund administration fee of 20%, a Day Camp cancellation or transfer fee of fifty dollars (\$50) will be charged for every week of Camp being cancelled/transferred after registration.
- c. The \$50 week cancellation/transfer fee applies to both reimbursements' methods: refund and credit on file.
- d. For reimbursement request due to medical reasons, a pro-rated reimbursement, (according to the days used per week) and an administration fee of ten percent (10%) will be applied to each week being cancelled. The week cancellation/transfer fee (\$50) will not be applied to reimbursements due to medical reasons.

Cancellation Request for Medical Reasons

This policy applies to all reimbursements above-mentioned.

When cancelling a program due to medical reasons, an official, valid* medical note must be received along with the Program Cancellation Request form before a refund/credit can be considered.

- a. The date on the medical note must be later than the date on the program's registration invoice and must precede the termination date of the program.
- b. The medical note must clearly indicate that participation in the program is not advisable given the individual's medical condition.
- c. An administration fee of ten percent (10%) of the total cost of the program will apply to each request, independently of the reimbursement method (cheque or credit). Maximum \$100.00 fee per program.
- d. Pro-rated reimbursement calculations start as of the date on the medical note, provided it meets the requirements mentioned on point [a].
- e. Late Program cancellation requests will be accepted up to a maximum of 30 days from the program's end date. However the medical note must clearly indicate the start date of the medical condition, and it must respect the time frames mentioned on point [a] above.

*Refer to the Recreation department's General Policy for the requirements for a valid medical note.

I confirm to have read, understood, and agree with the General Cancellation and Reimbursement Policy. I am aware that administration fees may be applied to this request.

Client name (printed) _____

Client Signature

Date

For processing, please forward the form:
by email: recreation@cotesaintluc.org
in person: Reception at the Aquatic and Community Centre (ACC),
 5794 Parkhaven Ave., Côte Saint-Luc, Quebec, H4W 0A4