

<b>ST. JOHN'S</b>	<b>CS – Application for Refund, Credit, Transfer or Family Discount</b>	<b>Community Services</b>
	<b>Application for Refund, Credit, Transfer or Family Discount</b>	

Contact Information	<b>SECTION 1</b>
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Participant \_\_\_\_\_ Main Contact \_\_\_\_\_

Address \_\_\_\_\_ City/Town \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone Number (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Cell) \_\_\_\_\_

Email Address \_\_\_\_\_

Program or Activity \_\_\_\_\_ Receipt Attached:    Yes        No

Program Start Date \_\_\_\_\_ Program End Date \_\_\_\_\_

Medical Note Attached, if applicable:    Yes        No

Reason for Request \_\_\_\_\_

Please indicate type of request: (Please note submission of application does not automatically guarantee a refund/credit/transfer/family discount.)

Refund - (Cash and cheque sales are refunded via cheque refund. Allow 4-6 weeks. Credit and debit card sales will be refunded back to same card. Allow 1-2 weeks.)

Credit to your Recreation Account - Valid for one (1) calendar year.

Family Discount - (20% for third or more children registered in same week in applicable programs)

Withdraw – After School Program (must be submitted 1 month prior to the first day of the upcoming month).

Transfer from course noted above into:

Program Name \_\_\_\_\_ Course # \_\_\_\_\_

Start Date \_\_\_\_\_ Location \_\_\_\_\_

Customer's Signature \_\_\_\_\_ Date (yyyy-mm-dd) \_\_\_\_\_

Privacy Notice	<b>SECTION 2</b>
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Collection of personal information via this form is authorized under the Access to Information and Protection of Privacy Act, 2015 and is required to process this form. Questions about the collection and use of the information may be directed to the Facilities Manager at 709-576-8631 / 576-8499 or [recreation@stjohns.ca](mailto:recreation@stjohns.ca).

Form Received by (staff name) \_\_\_\_\_ Title \_\_\_\_\_  
Signature \_\_\_\_\_ Date (yyyy-mm-dd) \_\_\_\_\_

Please be aware of the following guidelines:

1. Applications must be submitted fourteen (14) days prior to the start date of the program or facility rental, except for the After School Program which must be submitted one month prior to the first day of the upcoming month.
2. Transfers may be considered if time and/or space permit in the requested program.
3. Telephone or general email requests for refunds are not accepted. An application must be completed and submitted.
4. Applications for medical reasons must be submitted prior to the program end date and must include a medical note.
5. Applications for a Family Discount must be submitted prior to the program end date.
6. Refunds or credits will not be issued for lost or stolen passes.
7. Refunds or credits will not be issued for individual classes missed due to illness even if a medical note is attached.
8. Refunds for payments by cash or cheque will be refunded by cheque only. Allow 4-6 weeks.
9. Refunds for payments by credit and debit card will be refunded back to the same card. Allow 1-2 weeks.
10. A credit on your Recreation Account is valid for one (1) calendar year. After this period, the credit will be removed.
11. A \$50 non-refundable deposit (per child, per week) will be deducted for all day camp refund requests.
12. A \$100 non-refundable deposit (per child) will be deducted for all after school program refund requests.
13. Please include a copy of your receipt and/or rental agreement with your request.

Please send completed form to:	Recreation Division P.O. Box 908, 10 New Gower Street St. John's, NL A1C 5M2	For further information: Phone: 576-8631/ 576-8499 Email: <a href="mailto:recreation@stjohns.ca">recreation@stjohns.ca</a>
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Locations: Paul Reynolds Community Centre, 35 Carrick Drive  
H.G.R. Mews Community Centre, 40 Mundy Pond Road