



PLEASE PRINT

CS – Refund, Credit, Transfer or Family Discount

Community Services

**APPLICATION FOR REFUND, CREDIT,
TRANSFER or FAMILY DISCOUNT**
(Please review policy on 2nd page)

Contact Information

SECTION 1

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

SECTION 2

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.

For Office Use Only

SECTION 3

Form Received By (staff name): _____ Title: _____

Signature: _____ Date (yyyy-mm-dd): _____



NEWFOUNDLAND AND LABRADOR, CANADA

Policy

SECTION 4

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 \$25 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@stjohns.ca

Phone: 709-576-8631 / 576-8499

Recreation Division
P.O. Box 908
St. John's, NL A1C 5M2

Paul Reynolds Community Centre,
35 Carrick Drive
H.G.R. Mews Community Centre,
40 Mundy Pond Road

ST. JOHN'S

NEWFOUNDLAND AND LABRADOR, CANADA