

WITHDRAWAL / REFUND REQUEST

Please complete the form below and return to recreation@westgrey.com

Participant Name:		Date:
Parent / Guardian Name:		
Address:		
Town/City:	Postal Code:	
Phone #:	Alternate Phone #:	
Course Name:	Course/Booking Code:	
Location:	Start Date:	Time:
Reason for withdrawal / refund:		
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Client Signature:		

Refund Request:

- ☐ Refund by Cheque – If original payment was made by Cheque, Cash, or Debit (Please note: the Municipality of West Grey only issues refunds via cheque)

FOR OFFICE USE ONLY	
Date Received:	Course Fee:
Client removed from Univerus: <input type="radio"/> Yes <input type="radio"/> No	Applicable Tax:
Forwarded to:	Administrative Fee:
Processes by:	Total Refund:
Authorized by:	G/L Account:
Notes:	

Please Note: Processing of refunds can take up to 6 weeks

Course Refunds

All course refund requests and withdrawals must be received in writing. A refund or credit will be granted and calculated as follows:

Days Prior to Program Start:	Refund:
7+ (General program)	Full refund minus \$15 admin fee
0-6 (General program)	Full refund (held on account) minus \$15 admin fee
7+ (Summer camp)	Full refund minus \$15 admin fee
0-6 (Summer camp)	50% refund (held on account) minus \$15 admin fee
<p>Note: Program status is decided seven days prior to program start date. Your withdrawal may put the class below the minimum number to operate - thus an additional \$15.00 administration fee may apply.</p> <p>Prior to or during program due to:</p> <ul style="list-style-type: none">• Program cancellation by department – full refund• Medical reasons – value of remaining classes less applicable administration fee.• Program Dissatisfaction – value of remaining classes less \$15.00 administration fee.	

Course Transfers

Course transfers will be granted prior to course start based on eligibility and operating numbers. Following the start of a course, transfers may be granted providing three classes have not passed and there is availability in the requested class.

Facility Refunds

Room and Hall:

All cancellations must be received in writing.

Days Prior to Function:	Refund:
91+	Full refund minus \$15 admin fee
61-90	50% refund
0-60	No refund

Ice and Floor:

Three weeks' notice is required to return ice / floor rentals to the Municipality of West Grey. This will allow for maximized ice sales. A 15% charge per ice booking will be applied outside of the three week window. Ice returned within the three week window will be subject to a 25% fee.

Contact Us:

Municipality of West Grey

402813 Grey Road 4, R R 2

Durham, ON, N0G 1R0

519-369-2200 / recreation@westgrey.com