

Transfer/Refund Policy

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
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 administration fee may apply. Prior to or during program due to: Program cancellation by department – full refund. Medical reasons – value of remaining classes less applicable administration fee. Program dissatisfaction – value of remaining classes less \$15 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.

Refund policy (Room, Hall, Ice, Floor)

All cancellations must be received in writing.

Days prior to function:	Refund:
30+	Full refund
15-29	50% refund
14 or less	No refund.

Contact Us

Municipality of West Grey
 402813 Grey Road 4, Durham ON, N0G1R0
 519-369-2200 ext 250 | recreation@westgrey.com

Refund Request Form

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:		
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: ☐ Yes ☐ 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