



Refund Request Form

Community Activities Group of Ottawa East (CAG)

Participant name: _____ Phone number: _____

Mailing address: _____

Email Address: _____

Course: _____

Reason for refund request: _____

Date requested: _____

Participants signature: _____

Refund policy:

Withdrawals before the Program Start Date

All refunds must be requested through the Old Town Hall Community Centre by completion of this form
The Community Activities Group will charge an administrative fee of \$10 when a participant or parent/guardian of the participant requests a withdrawal from a program

Refunds will be issued to the credit card to which payment was charged. Cash or cheque payment will be refunded by cheque by mail.

You will only be informed that a refund has been processed if an email address is provided. We do not contact participants by phone.

A full refund will be issued if a program is cancelled or rescheduled unless, in the case of outdoor programs, the cancellation or rescheduling is due to weather

Withdrawals after the Program Start Date

If 50% or less of a program has elapsed, a prorated refund will be offered, less the \$10 administrative fee. The value of the refund will be prorated to the percentage of the unused programming units (# of classes etc) and will be based on the date the Community Activities Group received the refund request form.

No refund will be issued if withdrawal from the program is after the start date and the withdrawal will take the class below the minimum registration number required to run that program

If more than 50% of the program has elapsed, no refund will be offered.

A prorated refund, less administration fee is available at any time on presentation of a medical certificate.

Administrative use only (Completion by CAG or City of Ottawa Program Coordinator)

Course Fee _____ Proration _____ Admin Fee _____ Amount of refund _____

Receipt Number _____ Executive Director signature _____