



Updated: May 3, 2021

To receive a refund, withdrawal or transfer from a program or class, customers are to phone the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

### **Seasonal Programs**

Unless otherwise specified:

- If notice is given prior to the beginning of the third session of the class, a refund, less classes taken, will be provided.
- If notice is given after the beginning of the third session, no refund will be given.

### **Private/Semi-Private Lessons (Music, Aquatics and Skating), Aquatic Leadership Courses**

- If notice is given 72 hours prior to the start of the course, a full refund will be provided.
- If notice is given less than 72 hours prior to the start of the course, no refund will be provided.

### **Short Programs (1 week or less), Camps and Workshops**

Unless otherwise specified:

- If less than one week's notice is given, 50% of the fee will be provided.
- If notice is given on or after the start date of the program, no refund will be provided.
- Transfers will be allowed with 72 hours notice prior to the start date of the program.

### **Registered Visits (Fitness Centres, Swimming and Skating), Court Bookings and Single Session Fitness Classes**

- If notice is given a minimum of 4 hours prior to the start of the session, a full refund will be provided.
- If notice is given less than 4 hours prior to the start of the session, or you do not attend, no refund will be provided and the No Show Procedure will apply.
- Visit [www.richmond.ca/register](http://www.richmond.ca/register) for how to cancel your session, as well as information on the No Show Procedure.

*Note: Some courses and activities may have a no-refund policy for items such as art supplies or special guests.*