



## Temporary Refund, Withdrawal and Transfer Guidelines

In order to accommodate our customers during this time, **the City of Richmond has made temporary changes to our refund policy.** Please note: these amendments are temporary only, and subject to change.

We encourage customers to contact the Registration Call Centre Monday to Friday from 8:30 a.m. - 5:00 p.m. to receive a refund, or to withdraw or transfer from a class.

If you need to cancel, we ask that you provide as much advance notice as possible in order to allow other community members to register.

- If notice is given prior to the beginning of the first class, a full refund or credit on your account will be provided.
- If notice is given after the first class, a refund or credit on your account, less any classes taken, will be provided.

Account credits are able to be refunded to customers upon request.

**Please note: refunds, withdrawals and transfers cannot be processed online.**