

# Recreation Transfer, Withdraw, Refund & Credits

Refunds, credit, withdrawals and transfers are allowed before the start of the third class and will be prorated. No refunds or credits will be considered after this period. The effective date of the withdrawal is the date the withdrawal notice is received by the City, regardless of the date the participant stopped attending the class.

## Transfers

There is an administrative [fee to transfer](#) from one program to another or from one class to another.

Request a transfer by contacting Recreation Customer Services at 416-396-7378, option 1. Transfers are not allowed for certification or progression programs or as determined by City staff.

## Refunds, credits and withdrawals

[An administrative fee](#) will be deducted per person, per program for all refunds, withdrawals and credits.

Refund requests can be done in-person, over the phone or a completed form submitted through email or mail:

Email to [pfrcustomerservice@toronto.ca](mailto:pfrcustomerservice@toronto.ca)

Fax to 416-392-1551

Mail to or drop-off at: Customer Service Section, Registration and Permits  
First Floor, Toronto City Hall, 100 Queen Street West

## Aquatic Leadership Program

If you withdraw from a program 10 days or less from the start date, a 50% refund will be reimbursed. 100% attendance is required for all classes. No refunds are given for classes or program that you miss.

As a result of new standards for credit card security, some refunds may not be processed automatically. In these situations, the primary account holder will receive instructions to complete the refund process.

## Non-attendance Policy

Programs offered by Toronto Parks, Forestry & Recreation often have waiting lists. If you do not attend, please allow someone else the opportunity and contact 416-396-7378 to withdraw.

## Make-up Classes

The City of Toronto is not responsible for providing make-up classes for classes missed for personal reasons.

## Cancellations

The City of Toronto reserves the right to cancel any class or program due to unforeseen circumstances. Where possible, arrangements will be made for class make-up.

# Recreation Transfer, Withdraw, Refund & Credits

## Account Information

First Name		Last Name	
Street Number	Street Name		
Suite/Unit Number	City	Province	Postal Code
Telephone Number	Mobile Number	Email	

## Participant Information (1)

First Name		Last Name	
Program Name	Course Code	Request Date (yyyy-mm-dd)	

## Participant Information (2)

First Name		Last Name	
Program Name	Course Code	Request Date (yyyy-mm-dd)	

## Reason for Transfer, Withdrawal, Refund and/or Credit (check one)

<input type="checkbox"/> Medical (Doctor's note required)	<input type="checkbox"/> Course location/time changed	<input type="checkbox"/> Schedule conflict
<input type="checkbox"/> Moved	<input type="checkbox"/> Not satisfied with course	<input type="checkbox"/> Not satisfied with instructor

Receipt reprint at a later date will be subject to an administrative fee.

## Refund or credit (check one)

The current administrative fee can be found online on [How to Register for Recreation Programs](#).

Please issue me a refund. One administrative fee per person, per program. Refund will be by cheque or to the original credit card used for payment.

Please issue me a refund. One administrative fee per person, per program. Refund will be credited to my registration account for future City of Toronto Parks, Forestry & Recreation program registration.

Parks, Forestry and Recreation collects personal information on this form under the legal authority of the City of Toronto Act, 2006, SO 2006, Chapter 11, Schedule A, s 136 (c), the City of Toronto Municipal Code, Chapter 441, Fees and Charges and City of Toronto By-law No 1115 – 2017. The information is used to process your request for refund, transfer withdrawal or credits from the recreation programs. Questions about this collection can be directed to the Manager of Customer Services, Parks, Forestry & Recreation, City Hall, 100 Queen Street, W., 1st Floor, Toronto, Ontario M5H 2N2 or by telephone at 416-396-2581.