

PF&R Transfer, Withdraw, Refund and Credits

Toronto Fun Program: Refunds, Credit, Withdrawals & Transfers are permitted prior to the start of the third class and will be prorated. **No refunds or credits will be considered after this period.** Please note that 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.

WITHDRAWALS/TRANSFERS: There is a transfer fee of \$11 to move from one program to another or from one class to another. Transfer must be requested prior to the third class/day and will be prorated. Please contact 416-396-SERV (7378), Option 1 to make a transfer. Transfers are not permitted for certification or progression programs (upon completion of a two week period) or as determined by Toronto Parks, Forestry and Recreation staff.

An \$11 ADMINISTRATION 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

Fax to 416-392-1551

Mail it to:

Customer Service Section, Registration and Permits,
Toronto City Hall, 100 Queen Street, West, 1st floor,
Toronto, ON M5H 2N2.

AQUATIC LEADERSHIP PROGRAM: Withdrawal/Transfer: 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 data security, some refunds may not be processed automatically. In these situations, the primary account holder will receive instructions to complete the refund process.

Account Information

Account Name (First Name)		Account Name (Last Name)		Account Phone Number		Email	
Street Number	Street Name		Suite/Unit Number	City		Province Ontario	Postal Code
Participant Name (First Name, Last Name) 1.			Program Name			Course Code	
Participant Name (First Name, Last Name) 2.			Program Name			Course Code	
Request Date (yyyy-mm-dd)							

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Reason for Withdrawal (please check):

- Medical (Doctor's note required) Course location/time changed Schedule conflict
 Moved Not satisfied with course Not satisfied with instructor

*Receipt reprint at a later date will be subject to an \$11 replacement fee.

Please check:

- Please issue me a refund, less \$11 per person, per program, administration fee. Refund to be by cheque or to the original credit card used for payment.
 Please issue me a refund, less \$11 per person, per program to be credited to my registration account for future Toronto Parks, Forestry & Recreation program registration.

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 416-396SERV (7378) to withdraw. Make-up Classes: please note that Toronto Parks, Forestry & Recreation is not responsible for providing make-up classes for classes missed for personal reasons. Cancellations: Toronto Parks, Forestry & Recreation reserves the right to cancel any class or program due to unforeseen circumstances. Where possible, arrangements will be made for class make-up.

Parks, Forestry and Recreation collects personal information on this form under the legal authority of the City of Toronto Act, S.O. 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 416-396-7378.