



# Refund Request Form

## Refund information

- If a program is cancelled by OSCC55+ participant will receive a full refund or credit on account.
- Debit, cheque and cash payments are refunded by cheque - no cash refunds.
- Credit card payments processed in-branch can only be refunded in person at any branch.
- Non-attendance does not constitute a notice of withdrawal.
- Special Event registrations will not be refunded unless the event was cancelled or is sold out with a waiting list and the spot can be resold.

Participants must complete a refund request form and meet one of the following criteria to be eligible for a refund:

- Withdrawing 7 days prior to program start date; receive a full refund or credit on account
- Withdrawing less than 7 days prior to program start date and before the second class; receive a prorated credit on account - administration fee waived or prorated refund - \$8.00 administration fee applied.
- Withdrawing due to medical reasons (a doctors note must be attached); prorated credit on account or prorated refund will be calculated from the date of receipt of doctors note. Admin fee waived.

Requests that do not fall in one of the categories above are not be eligible for a refund.

Please choose one of the following options:

- I would like to leave my refund on my account, to be credited toward future registrations
- I would like to be refunded for this course (An \$8.00 administration fee will be charged with this option)

### Section 1: Program Withdrawal Information

Participant Name	Program name	
Street Address	Program Code	Program Location
City	Program Day	Program Time
Telephone Number	Todays Date	
Signature		

<b>Section 2: For office use only</b>		
<input type="checkbox"/> Request Approved		
<input type="checkbox"/> Request Denied	Reason	
<input type="checkbox"/> Pro-rated refund approved	Number of classes attended:	
Admin fee charged	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<i>If admin fee was waived for any reason please add note on credit invoice.</i>		
Approved by:		
<i>If outside of policy, approval is required by Leisure Programs Manager</i>		
Notes:		
Credit on account	Date:	Staff initial
Returned payment to credit card	Date:	Staff initial
Cheque refund requested	Date:	Staff initial
<i>Upon completion, please send to John Street Branch for central filing.</i>		

Personal information contained on this form is collected under the authority of Section 11 of the Municipal Act, 2001 and will be used for processing refunds relating to withdrawal from a registered class at any of the Oshawa Senior Citizens Centres Branches. Questions concerning collection of personal information should be directed to the City of Oshawa's Freedom of Information and Privacy Coordinator at 50 Centre Street South, Oshawa, Ontario, L1H 3Z7 or 905-436 3311.