

REDWATER OUTDOOR SWIMMING POOL OPERATIONAL POLICY #600 R004

SCHEDULE E SWIMMING LESSON WITHDRAWAL/REFUND REQUEST FORM

Part A: Parent/Guardian

Registrant Information:

1. Child's Name: _____
2. Parent/Guardian: _____
3. Phone: _____
4. Email: _____
5. Mailing Address (including postal code):

Swimming Lesson Program:

1. Please indicate the swimming program that you wish to withdraw your child's registration:
Name of Program: _____
Session Dates: _____

Request for Withdrawal (check one):

- Withdrawal **before first day of program session**: Full refund (less \$10 processing fee).
- Withdrawal and pro-rated refunds (less \$10 processing fee) **after the first day of lessons** will be granted only in the event of **emergent circumstances (medical or family emergency)** with proof of extenuating circumstances provided and at the discretion of the Community Services Manager. Please attach proof of extenuating circumstances. Pro-rated Withdrawal requests will not be processed without proof of extenuating circumstances.

Refund Payment Method Options (check one):

- A cheque will be mailed to the parent/guardian listed at the above mailing address within 21 business days.
- If payment was made by debit transaction, refunds may be issued at the Town Administration office with the original receipt (including authorization #).
- If payment was made by credit card, refunds may be issued at the Town Administration office with the original credit card receipt (including authorization #).

*Note: We are not able to provide refunds in cash.

Parent Signature: _____

Date: _____

The personal information that you provide to the Town of Redwater is collected under the authority of the *Alberta Freedom of Information and Protection of Privacy (FOIP) Act* – Section 33(c). The information will be used to manage and administer the Redwater Pool's swimming lesson programs. Collected personal information is protected from unauthorized access, collection, use, and disclosure in accordance with the *FOIP Act*, and can be reviewed and corrected upon request. For more information contact: FOIP Coordinator, Town of Redwater, Box 397, Redwater, Alberta, T0A 2W0, 780-942-3519.



Part B: Office/Staff Use Only (please attach to Part A)

This form must be completed in full and attached to all withdrawal requests in order for refunds to be processed.

A. Refund Calculation (Withdrawal before first day of lesson session):

Program Fee Paid:

Processing Fee:

Total Refund:

Approved by Pool Manager, Assistant Manager or Senior Guard/Instructor:

Name (print): _____

Signature: _____

Date: _____

B. Pro-rated Refund (Community Services Manager Approval Required):

Program Fee:

➤ **Calculation of Fees Incurred:**

➤ # of lessons attended: _____ x _____ (fee per lesson)

Total Fees Incurred:

Processing Fee:

Total Refund:

Pool Manager Approval:

Name (print): _____

Date: _____

- Medical or Family Emergency Proof Provided/Attached.
- Other: Attach documentation

