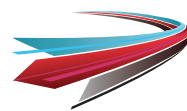


Refunds/Withdrawals/Cancellations/Transfers

Mattamy National Cycling Centre is owned and operated by the Corporation of the Town of Milton



MATTAMY
National Cycling Centre
Home of Canadian Cycling



Refunds/Withdrawals:

- If the Town of Milton cancels your program before the start date:
 - You will receive a full account credit or refund.
 - It may take three to four weeks for a refund to be processed.
- Refunds or make-up classes will not be granted for sessions that aren't attended due to illness, weather, emergency or closures due to emergency or unscheduled maintenance.
- Funds under \$30 are left on your account, to be used within one year.

Before you pay, consider the following:

- If you pay by credit card, a refund can be made to your card should you choose to withdraw.
- If you pay by cash, cheque or debit, there will be a \$20 cheque issuance fee charged to provide a refund cheque; however, you may leave funds on your account with no penalty and have up to one year to use these funds towards another recreation program, membership, drop-in pass or rental.

If you have registered for a program and would like to withdraw:

- Please complete a Refund/Amendment Form (available at www.milton.ca and Town facilities).
- Review the table on this page for details on refunds/fees.

Changes and Cancellations:

- The Community Services Department strives not to alter or cancel programs; however, we reserve the right to cancel or alter any program time, location, fee or instructor, if necessary.

- Please review your confirmation receipt carefully; it will outline class cancellations that will occur during your program (holiday dates, facility tournaments/event dates, etc.).
- Programs may be cancelled due to low registration or circumstances beyond our control. If this occurs, you will be notified immediately and will have the option to switch to another program. If this is not possible, you have the choice of a full account credit or refund; cancellation/cheque issuance fees will not apply.
- Weather cancellations:** To find out if a class has been cancelled due to inclement weather, please check the news/public notices on the home page of the Town of Milton website (www.milton.ca) or call 905-875-5393, ext. 2600.

NSF Cheques and Credit Cards:

- An administrative fee of \$40 will be charged for any NSF cheques returned by your financial institution/credit card company.
- Full payment, including the administrative fee, must be paid by cash, certified cheque or an alternative credit card to remain registered in a program.

Program Transfers:

- If you wish to transfer to another program with the same fee, there is no cost to do so before the start date.
- If you wish to transfer once a program has started, staff will calculate any change in fees, due to fee differences and/or the number of attended/remaining classes.

Program Type/ Withdrawal Request	Refunds/Fees
All programs, seven (7) days or more before the start date	<ul style="list-style-type: none"> You will not be charged a cancellation fee. A full refund can be made to your credit card or the payment amount can be left on your account. A cheque issuance fee will apply, if original payment is cash, debit or cheque.
All programs, within seven (7) days of the start date, OR after the start date of any program	<ul style="list-style-type: none"> No refunds will be considered after the start of the third class of the program has occurred except for medical reasons. With a doctor's note, a refund will be issued and the request will be processed or pro-rated as of the date the note is received. You will be charged a cancellation fee of \$12.29. Requests will be processed as of the date we receive your Refund/Amendment Form. A cheque issuance fee will apply, if original payment is cash, debit or cheque.
Single Visit/All Day Passes Walking/Running Track	<ul style="list-style-type: none"> Non-refundable and non-transferable
10 or 30 Visit Passes and Annual Passes	<ul style="list-style-type: none"> Passes expire one (1) year from date of purchase and are non-refundable and non-transferable. Refunds will be granted for medical reasons only. With a doctor's note, a refund will be issued and the request will be processed as of the date the note is received; cancellation fees will apply.
90-day and Annual Memberships	<ul style="list-style-type: none"> Refunds will be granted for medical reasons only. With a doctor's note, a refund will be issued and the request will be processed as of the date the note is received; cancellation fees will apply. Milton Seniors' Activity Centre memberships are non-refundable. Memberships are non-transferable.
Membership Holds/ Extensions	<p>You may place your membership on hold for periods longer than seven (7) consecutive days as follows:</p> <ul style="list-style-type: none"> Annual Memberships – up to 30 days (excluding Milton Seniors' Activity Centre) 90-day Memberships – up to 14 days A Refund/Amendment Form must be received prior to the hold/extension date; memberships cannot be extended once the membership has expired.