

Hello Summerland Recreation Customers,

Starting April 1, please note the new terms and conditions that impact program and membership withdrawals, membership holds and credit card payments.

- Program and membership withdrawals will be subject to a 10% administrative fee.
- For Aquatic and Health Club Memberships, for 6-month memberships, one (1) membership hold will be permitted and for 1-year memberships, two (2) holds will be permitted.
- All in-person and online credit card payments made through the Community Services Department will be subject to a 1.5% Credit Card Surcharge.

All new policies will take effect as of April 1, 2025, and will apply to programs and memberships purchased through Summerland Recreation.

The full terms and conditions are as follows:

SUMMERLAND PROGRAM & MEMBERSHIP WITHDRAWALS

A 10% administrative fee will be charged for all program and membership withdrawals subject to the following terms:

- Withdrawal requests received within 2 days of the class start will be prorated.
- No refunds will be issued for swim lessons after the beginning of the third class, or for Advanced Aquatic or First Aid courses within 2 weeks of the start of the program.
- Full/prorated refunds will be considered for all programs and memberships when accompanied by a dated, valid medical note.
- Program material and supply costs are non-refundable.
- The administrative fee will be waived when registering for a program or membership on the same transaction as the refund.

AQUATIC AND HEALTH CLUB MEMBERSHIP HOLDS

During the term of a 6-month membership, one (1) hold per purchase will be permitted.

During the term of a 1-year membership, two (2) holds will be permitted.

- Membership holds may not be backdated unless accompanied by a valid medical statement.
- Membership holds will comprise a continuous period between the requested start date and requested end date.

SUMMERLAND CREDIT CARD SURCHARGE FEE

All credit card payments made through the Community Services Department are subject to a 1.5% Credit Card Surcharge to offset Credit Card interchange fees.

- Patrons may choose to add money on to their account (in-person through cash, cheque or debit card) and use the credits for online registration to avoid credit card fees.
- Credit Card Surcharge fees are non-refundable.

If you have any questions, or would like to make changes to your enrollments before the new rules take effect, please contact us at 250.494.0447, recreation@summerland.ca or in person at the Summerland Aquatic and Fitness Centre with any questions or concerns.