

# NEW Cancellation, Withdrawal and Credit Card Policies



## Credit card policy

**All credit card payments are subject to a 1.5% Credit Card Surcharge to offset Credit Card interchange fees incurred by the District.**

- 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.

## Membership holds

**During the term of a 6-month membership, one (1) hold 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.

## Program and 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.

All new policies will be in effect as of April 1st, 2025. Please contact us at 250-494-0447, [recreation@summerland.ca](mailto:recreation@summerland.ca) or in person at the Summerland Aquatic and Fitness Centre with any questions or concerns.