

City of Edmonton Day Camps – Registered Program Withdrawal Policy

This policy outlines withdrawals, transfers, refunds, and absences for City day camp programs.

Withdrawal and Transfer Requests

Contact 311 for any withdrawal or transfer requests.

- A. **15+ days** before the course start date: **Full course fee credited** to the MoveLearnPlay account.
- B. **4 to 14 days** before the course start date: Course fee **minus \$10** administration fee credited to the MoveLearnPlay account.
- C. **Within 3 days** of the course start: **Non-refundable.**

Transfers

Transfers **4 to 14 days prior** can only be arranged if the program being transferred from meets its minimum enrollment number. Participants understand that the program they transfer into will only run if the minimum enrollment is also met.

Contact the following email addresses, depending on your day camp, before requesting a transfer.

Recreation Centres: recreationcentrecamps@edmonton.ca

Edmonton Valley Zoo: attractionsexperiences@edmonton.ca

Muttart Conservatory: attractionsexperiences@edmonton.ca

Golf Courses: golf@edmonton.ca

City Arts: cityartscentre@edmonton.ca

Fort Edmonton Park: infoFEP@edmonton.ca

John Walter: attractionsexperiences@edmonton.ca

John Janzen: attractionsexperiences@edmonton.ca

Outdoor Adventures: cms.outdoorprograms@edmononton.ca

Absences

Make-up classes and refunds for missed classes will not be provided once programs are in progress.

Program Cancellations

City of Edmonton - Day Camps reserves the right to substitute instructors, cancel, combine, or reschedule advertised programs if necessary. Whenever possible, except in the case of emergencies, staff will notify registrants at least 3 business days prior to the course start date if a cancellation or change is required.

If a program is cancelled and no like program is available, or a new date does not work for participants, the full course fee will be credited back to their MoveLearnPlay account.

Refunds

Credits on MoveLearnPlay can be refunded to the original form of payment:

- For **online** payments email: myaccount@edmonton.ca
- For over the **phone** payments call 311
- For **in person** payments visit a recreation facility desk with an original receipt

For questions or concerns, contact myaccount@edmonton.ca or call 311.