



Parks and Recreation Refund & Credit Policy FAQs

We want you to feel confident when registering for programs with the Town of Riverview. Below are common questions about our refund and credit policy:

1. When is a participant eligible for a full refund?

Participants can receive a full refund (minus a \$15 administration fee) if the request is made at least 5 days before the program begins. Refunds may take up to 30 days to process.

2. What if a participant is unhappy with a program or can no longer attend?

If a participant is unsatisfied or unable to continue due to unforeseen circumstances, they may receive credit to their account. Credits are valid for 12 months and can be used for any Town program or admission. After 12 months, they expire.

3. What happens if the Parks and Recreation Department cancels a program?

If a program is canceled by the Town due to low registration or other reasons, participants will receive a full refund and no fees apply.

4. Can a participant receive a refund after a program has started?

Refunds are not issued once a program begins, but participants may be eligible for a pro-rated credit. A \$15 administration fee applies.

5. What happens if a class is canceled due to weather or instructor unavailability?

If a single class is canceled due to weather or staffing issues, a credit will be automatically applied to the participant's account.

6. How long are credits valid?

All credits are valid for 12 months from the date they are issued. After that, they will expire and cannot be used.

7. Is there a fee for refunds or credits?

Yes, a \$15 administration fee applies to all eligible refunds and credits, unless the program is cancelled by the Town.

8. How can someone request a refund or credit?

Staff will assess eligibility and process requests according to policy. Requests can be made by submitting our [online form](#), at the Parks and Recreation or Aquatics front desk, or by emailing our team: swim@townofriverview.ca, 506-387-2024.

9. What if I need to withdraw for medical reasons?

Exceptions may be made for individuals who provide a doctor's note. Please contact us to request a medical exemption.