

NEW Cancellation and Withdrawal for Summerland Recreation and Community Services Department



Aquatic and Health Club 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.

Summerland Recreation withdrawals

A 10% administrative fee will be charged for all Summerland Recreation 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 and apply to programs and memberships purchased through Summerland Recreation

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.