

Saanich Refund Policy

- Saanich Recreation Services will issue a full credit or refund, less program supply fees, if the request is received prior to the 1st lesson.
- Pro-rated credits and refunds requested after the 2nd lesson will be granted in the case of illness supported by a doctor's note, or for compassionate reasons.
- One & two day programs & day camps require 72 hours' notice for credit or refund requests.
- Credits are valid for one year from date issued. Refunds in the form of a cheque, will be processed within 10 working days.
- Credit card refunds must be issued to the same credit card used for the original purchase.
- ALL WITHDRAWAL REQUESTS ARE TO BE MADE THROUGH OUR RECREATION CENTRES IN PERSON OR BY PHONE.