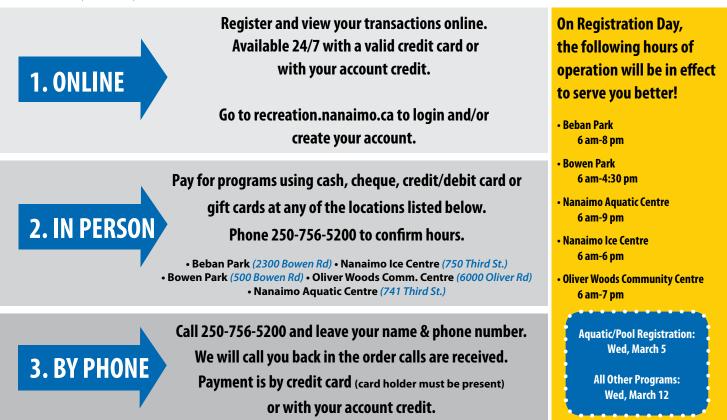
Spring & Summer Registration

3 Easy Ways to Register FOR YOUR NANAIMO PARKS, RECREATION & CULTURE PROGRAMS:



PROGRAM CANCELLATIONS AND REFUNDS

Programs: Full refunds will be processed by contacting Reception a minimum of 72 hours prior to program start date (less supply costs where applicable). Full refunds are issued when Nanaimo Parks, Recreation and Culture cancels a program or when a program is not convenient due to course changes. Every effort is made to cancel in a timely manner (3 to 5 days prior to course start date). Some exceptions may apply.

Passes: Passes are non-refundable and non-transferable, and a \$2 replacement card fee applies if card is lost or stolen. Credits and refunds are not available for promotional passes. Check at the time of purchase for details. Occasionally, a facility may be unavailable due to special events, holidays and maintenance closures. In these cases, the pass holder will not be credited.

Refunds: Payments made by Visa, MasterCard or Debit will be credited to the original credit/debit card (some restrictions apply). All other refunds are refunded by cheque and processed within 10 working days. A fee will apply to NSF or incomplete payments.

OH, NO! WE HAD TO CANCEL IT!

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Sometimes programs get cancelled due to low registration because people wait until the last minute to register. Please try to register as early as possible to avoid disappointment.

SORRY, THAT COURSE IS FULL...

Many of our most popular classes fill up quickly. Please register early to avoid disappointment. Ask to be added to the waitlist free of charge.



staff are always happy to help.

CHANGE OF PLANS?

If you need to withdraw from a program because your plans change, please call 250-756-5200 at least 72 hours prior to the course start date for a full refund.