

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

1. ONLINE

Register and view your transactions online.
Available 24/7 with a valid credit card.

Go to recreation.nanaimo.ca to create your account or to access your established account.

2. IN PERSON

Pay for programs using cash, cheque, credit/debit card or gift cards at any of the locations listed below.

Phone 250-756-5200 to confirm hours.

- Beban Park (2300 Bowen Rd) • Nanaimo Ice Centre (750 Third St)
- Bowen Park (500 Bowen Rd) • Oliver Woods Community Centre (6000 Oliver Rd)
- Nanaimo Aquatic Centre (741 Third St)

3. BY PHONE

Call 250-756-5200 and leave your name & phone number.

We will call you back in the order calls are received.

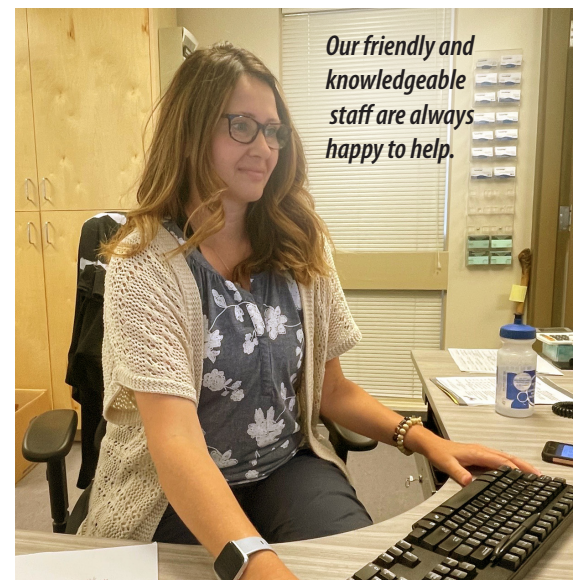
Payment is by credit card (card holder must be present).

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). Full refunds are issued when Nanaimo Parks, Recreation and Culture cancels a program or when 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!

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.

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.

