

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

1. ON-LINE

Register and view your transactions on-line
Available 24/7 with a valid credit card or by
Electronic Funds Transfer.

Go to recreation.nanaimo.ca to create your account or
to access your established account (see back cover for details).

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 and Recreation 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 \$5 replacement card fee applies if 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, American Express 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. Pro-rated refunds may be granted at the discretion of the Program Coordinator for medical reasons, relocation outside of Nanaimo or course withdrawals requested after the first lesson. A fee will apply to NSF or incomplete payments.

Please "Bear" with Us...



*This Fall & Winter registration is taking
place using brand new software.
We may take a little longer to
process your requests.*

OH, NO! WE HAD TO CANCEL IT!

Sometimes programs get canceled 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, please call 250-756-5200 at least 72 hours prior to the course start date for a full refund.