



Updated: June 2025

To receive a refund, withdraw or transfer from a program or session, customers are to call any Parks, Recreation or Culture facility or the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

Seasonal Programs

Unless otherwise specified:

- If notice is given prior to the beginning of the third session of the program, a refund, less sessions taken, will be provided.
- If notice is given after the beginning of the third session, no refund will be provided.

Private/Semi-Private Lessons (Music, Aquatics and Skating), Aquatic Leadership Courses

- If notice is given 72 hours prior to the start of the program, a full refund will be provided.
- If notice is given less than 72 hours prior to the start of the program, no refund will be provided.

Short Programs (1 week or less), Camps, Out Trips and Workshops

Unless otherwise specified:

- If less than one week's notice is given, 50% of the fee will be provided.
- If notice is given on or after the start date of the program, no refund will be provided.
- Transfers will be allowed with 72 hours notice prior to the start date of the program.

Pre-registered Single Fitness Sessions

- If notice is given prior to the start of the session, a full refund will be provided.
- Visit richmond.ca/register for how to cancel a session or contact the facility directly.

Note: Some programs and sessions may have a no-refund policy for items such as art supplies or special guests.