

FAQ for Facility Closures/Program Cancellations

Cancellation Timing

Q When are programs cancelled from/to?

A As of midnight on Friday, March 13, the Town is implementing a temporary, 3-week closure of the following Town of Whitby facilities.

More information and updates on the closures will be communicated through the Town's [website](#) and social media channels ([Facebook](#) and [Twitter](#)). Sign-up for our eNews at whitby.ca/subscribe to receive email updates.

Refunds

Q Will I get a refund?

A Credits for any missed classes will automatically be reflected on your account.

Q How do I get a refund?

A If you would like your credit returned as a refund, please email parks.rec@whitby.ca and provide your name, address and phone number.

Q When will I get my refund?

A It may take up to 2 weeks to process a refund.

Q Can I get a credit? Can the credit be used for another program?

A Yes, you will receive a credit for all missed classes. This credit can be used towards any future recreation service.

Q Will I get a refund on my membership (health club, seniors)?

A An extension for the number of days of the closure will automatically be applied to your account.

Q Can I cancel now for the next session and get a full refund?

A If you cancel now, you will receive a refund minus an administration fee.

Q Will I get my refund back the way I paid?

A If you paid by credit card, you will receive the refund back to your credit card. If you paid by cash, cheque or debit, you will receive a cheque in the mail.

Swimming

Q How can I pick up my report card?

A Once the facilities re-open, you can pick up your report card at Whitby Civic Recreation Complex.

Q How do I know if my child has passed their course or not?

A Once the facilities re-open, you can pick up your report card at Whitby Civic Recreation Complex. If you are registered in the incorrect level, we will pursue options to transfer accordingly.

Sessions Start Dates

Q Will the next session start?

A This is undetermined at this time. Our facilities are temporarily closed for a period of 3-weeks. Once we have made a decision to re-open, we will communicate via a number of avenues including social media, email notifications, media and website posts.

Rentals

Q All rentals are cancelled?

A Yes, all rentals are cancelled at this time. If you have questions about your rental, please call 905-668-7765 or email facilities@whitby.ca

Q How do I get my deposit back?

A We will automatically re-issue your deposit back via your original method of payment.

Seniors

Q Is the lunch program still running?

A No, all Seniors programs are cancelled including the lunch program.

Registration for Future Programs

Q Can I still register for programs?

A Yes, program registration is available online through [ACTIVE Net](#). If you need help with registration, please call 905.668.7765.