Withdrawing from Registered Programs Online FAQ

1. What is the City of Delta's refund policy?
    a. To view the City of Delta's refund policy, visit delta.ca/admission

2. How do I withdraw from my upcoming program online?
    a. See our step-by-step video here: Online Registration – Withdrawing from Registered Courses - YouTube
    b. Or follow these steps:
        1. Visit delta.ca/registration and click **Login**.
        2. Enter your email address and password.
        3. Select **My Info**.
        4. Choose the family member registered in the course.
        5. Scroll down to **Schedules** and select **Switch to List View**.
        6. Find the course you want to withdraw from.
        7. Select **Actions**, then **Withdraw**.
        8. Review the withdrawal details and enter your reason for cancelling.
        9. Select **Withdraw** to confirm.

3. My program has already started. How do I withdraw?
    a. Online withdrawals are not available after the program starts. Please call 604-952-3000 to inquire about withdrawing after a program has started.

4. I paid for extra fees when I registered. How do I get refunded for them?
    a. Please allow up to 3 business days to receive your refund for extra fees. You will receive an email notification when the refund has been completed.
    b. The course fee will still be refunded immediately upon withdrawal of the program.

5. I withdrew from my Advanced Aquatics course, but didn't get a refund. Why?
    a. Withdrawal is required one week before the course start date and time to receive a full refund. If less than one week's notice is given, no refund is provided.
    b. For more information about the City of Delta's refund policy, visit delta.ca/admission

6. I withdrew from a camp, but only received a partial refund. Why?
    a. Camps, workshops, and short programs require withdrawal one week before the start date and time to receive a full refund. If less than one week's notice is given, 50% of the fee will be refunded.
    b. For more information about the City of Delta's refund policy, visit delta.ca/admission

7. I wasn't able to get a refund back to my credit card. I was only given an "Account Credit" option. How do I get my refund back to my credit card?
    a. This may happen if:
        i. The card used for the original payment has expired or been compromised.
        ii. You paid in person using a PIN pad.
        iii. You paid using multiple payment methods (Eg. the original payment used was half credit card, half account credit).
        iv. You registered and withdrew on the same day.
    b. To request a refund to your credit card, ensure the card used for the original payment is uploaded under **Financial Information** in your online account. Then email **deltareg@delta.ca** or call **604-952-3000** for assistance.

8. I got a prompt saying that I did a "Refund Request". Why did this happen?
    a. This happens when you register for two or more programs in one transaction, then withdraw from one of them on the same day. The original payment needs to process overnight.
    b. Staff will be notified, and you will be withdrawn and refunded within 3 business days.

9. Can I withdraw online from a registered program or event at McKee Seniors Recreation Centre or Kennedy Seniors Recreation Centre?
    a. No. To request a withdrawal for a registered program or event, please contact the Seniors Recreation Centre directly:
        i. **McKee Seniors Recreation Centre**: 604-946-1411
        ii. **Kennedy Seniors Recreation Centre**: 604-594-2717