HOW TO WITHDRAW FROM A COURSE ONLINE

Please note - Online self-serve withdrawal is available only for programs you have registered for that have not yet started and for those that do not have a withdrawal fee associated with them. To request a withdrawal for a course that is already in progress or to request a refund, please contact customer service at liveandplay@burlington.ca.
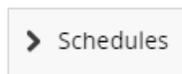
1. To withdraw from a course online, log into your account at liveandplay.burlington.ca.

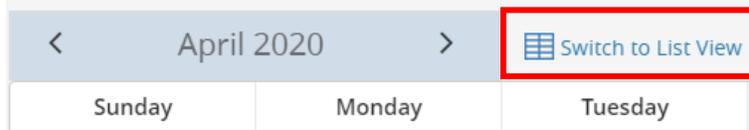2. Go to the "My Info" tab which is located at the top-left of the screen.

3. Click on the name of the participant that you wish to withdraw from the course.
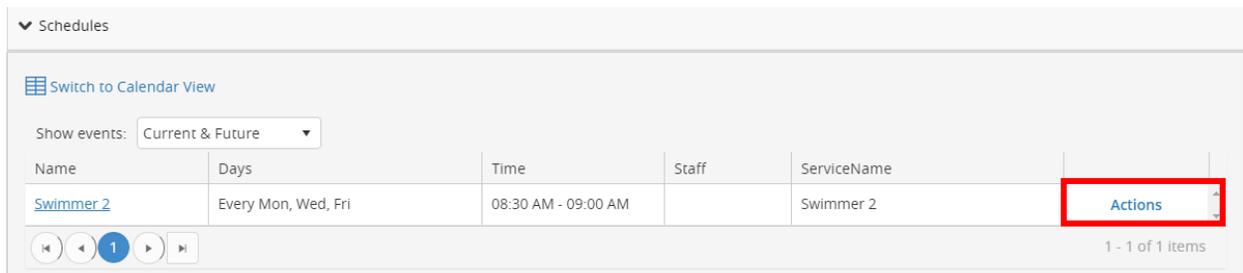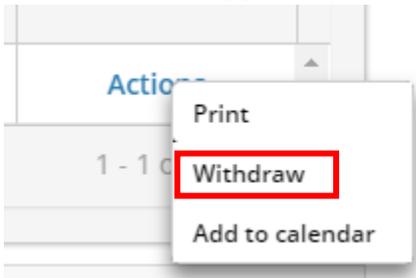
4. Click on the "Schedules" section to expand.

5. Click on "Switch to List View" which is located beside the calendar month at the top of the calendar.

6. Find the line with the course you wish to withdraw from and click "Actions."

7. A small box will appear, click on the withdraw option.

8. Select how you would prefer your refund to be processed:
    a) You may choose "Account Credit" where the amount will stay on your account to be used for future transactions
    b) If you paid via credit card, you can choose to refund the amount back to the credit card

    Note: that if you used a payment method other than credit card, you will only be able to select "Account Credit" as the refund method. To request a refund cheque email liveandplay@burlington.ca with your request, and please include your full mailing address.

9. Once you have made your selection click the "Withdraw" button.

10. You will then be navigated to a Withdrawal Confirmation document which you can then Print or Email for your records.


11. To review the Withdrawal, navigate back to the "My Info" page and select the participants name.

12. Click on the "Attendance History" section to expand. The event subject and its status will be listed. If you have withdrawn the status will change to "Cancelled."

13. To get a receipt for the withdrawal, click the "Back to Client List" button at the top of the page.

14. Select the name of the person who is the primary account holder.

15. Click the "Invoices" button at the top of the page.
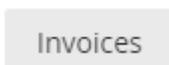
16. On the right side of the screen change the "Invoice Status" to "All."

17. Check off the transaction you would like a receipt for (in this case the most recent transaction) and select "Receipt."

18. A receipt will pop up showing the status as "Refunded."

19. You can now print the receipt or email it to yourself.

20. You have successfully withdrawn from the course.
Note: Account credits are not viewable on your account. In order to check the status of your refunds, including your account credit amount, please contact liveandplay@burlington.ca