

HOW TO WITHDRAW FROM A COURSE AND DROP-IN PROGRAM 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.

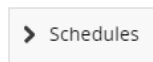
1. To withdraw from a course online, log into your account at liveandplay.burlington.ca.

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

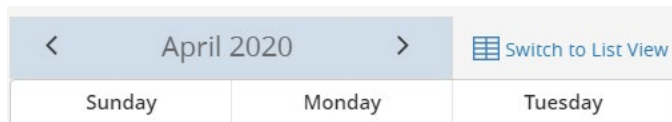


3. Click on the name of the participant that you wish to withdraw from the program.

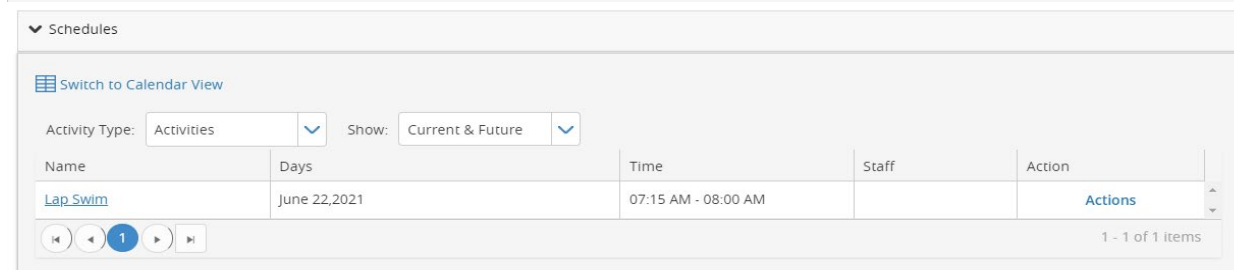
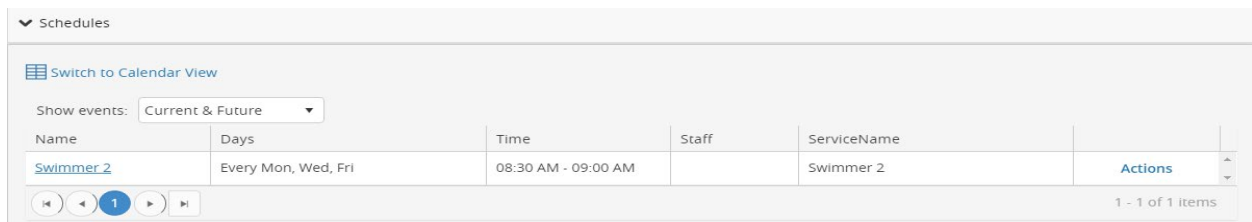
4. Click on the “Schedules” section to expand.



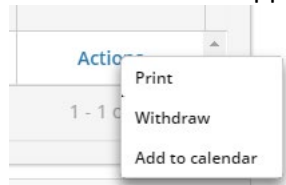
5. Click on “Switch to List View” which is located beside the calendar month at the top of the calendar.



6. Find the line with the course or drop-in program 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.


Two screenshots of a web form titled "Withdraw". The left screenshot is for "Withdraw from Swimmer 2" and the right is for "Withdraw from Lap Swim". Both forms show a breakdown of fees and a total refund amount. The "Swimmer 2" form shows a total refund of \$52.20, while the "Lap Swim" form shows a total refund of \$4.90. Both forms have a "Withdraw" button and a "Cancel" button.

Item	Amount
Fees paid:	\$52.20
Withdrawal Fee	\$0.00
Total to Refund	\$52.20

Item	Amount
Fees paid:	\$4.90
Withdrawal Fee	\$0.00
Total to Refund	\$4.90

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

Withdrawal Confirmation.html Print Email




Withdrawal Confirmation
426 Brant Street, Burlington, ON L7R3Z6 Tel. (905) 335-7738

Child Account
 Swimmer 2 (00044450)
 Location: Lap Pool, Tansley Woods Community Centre
 Schedule: 2020-07-06 08:30 AM - 09:00 AM to 2020-07-17 08:30 AM - 09:00 AM
 Number of sessions: 6 Total Hours: 3.00

Cancellation Summary:
 Sessions Withdrawn: Series
 Total Refund: \$52.20
 Cancellation Fee Amount: \$0.00
 Reason for Cancellation:

Withdrawal Confirmation.html Print Email



Withdrawal Confirmation
426 Brant Street, Burlington, ON L7R3Z6 Tel. (905) 335-7738

Test Buddy Bloom
 Lap Swim (00081735)
 Location: Lap Pool, Centennial Pool
 Schedule: Tuesday, 22 June 2021 07:15 AM - 08:00 AM to Tuesday, 22 June 2021 07:15 AM - 08:00 AM
 Number of sessions: 1 Total Hours: 0.75

Cancellation Summary:
 Sessions Withdrawn: Session
 Total Refund: \$4.90
 Cancellation Fee Amount: \$0.00
 Reason for Cancellation:

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.”

Attendance History Export to CSV History 1			
Status	Time Attended	Event Subject	
Cancelled		Swimmer 2	Withdrawal Confirmation

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

[← Back to Client List](#)

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

15. Click the “Invoices” button at the top of the page.

Invoices

16. On the right side of the screen change the “Invoice Status” to “All.”

Filters [Reset All](#)

Search [Reset](#)

invoice# or keyword

Date range [Reset](#)

-

Invoice status [Reset](#)

Search...

Sort selected

Select all

Scheduled

Active

Terminated

Completed

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

Invoices

Make payment

Receipt

Invoice/Item	Customer	Payer	Status/Type	Invoice Date	Paid
<input checked="" type="checkbox"/> Invoice - 235661	Test Account	Test Account	Completed	2020-04-17	\$52.20

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

1 QTY Swimmer 2 \$52.20
(2020-07-06 - 2020-07-17)
Event ID: 00044450

SUBTOTAL \$52.20
TOTAL \$52.20
INITIAL PAYMENT \$52.20

CREDIT TEND -\$52.20
STATUS Success
Payment# PYMT-272444
Payment Date 2020-04-17 12:45:08
CREDIT TEND \$52.20
STATUS REFUND
Payment# PYMT-272443
Payment Date 2020-04-17 11:25:26

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

20. You have successfully withdrawn from the course.