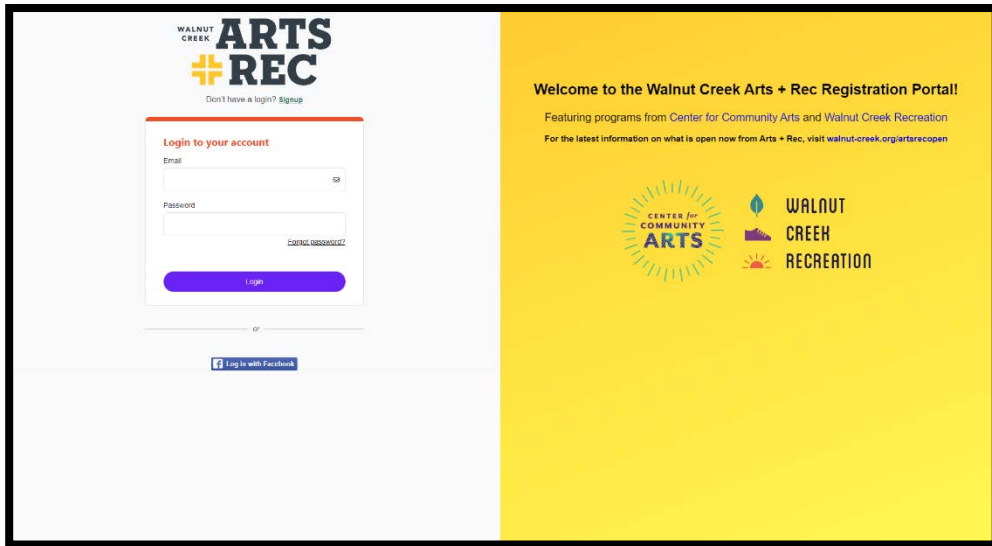


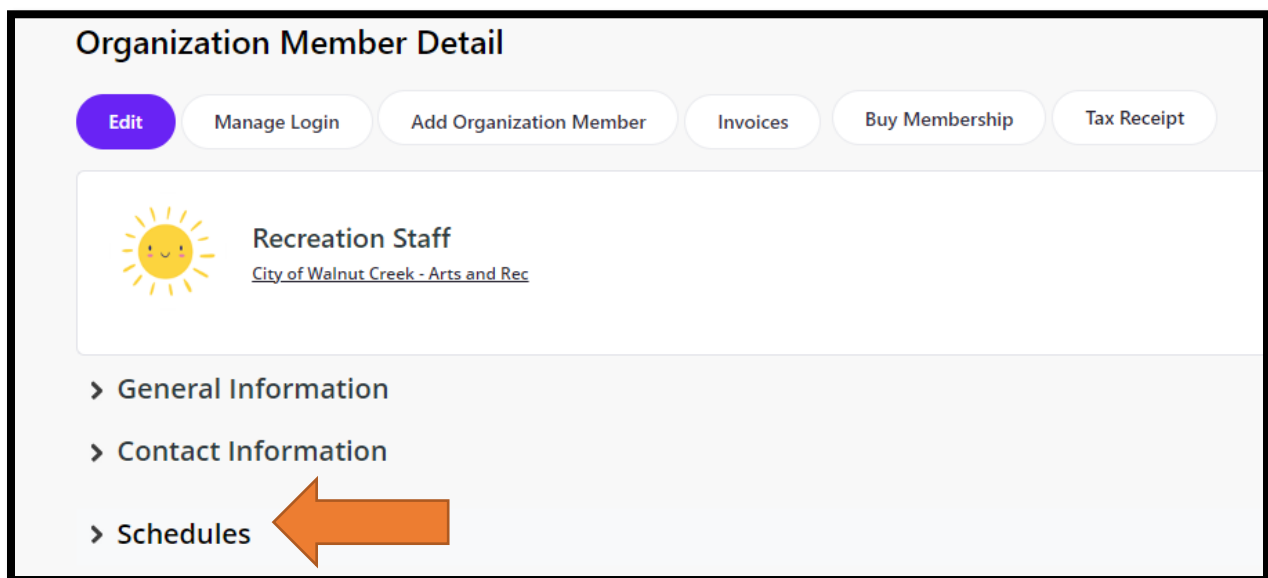
How to Withdraw from a Program in Xplor Recreation

1. Log in to your City of Walnut Creek Arts + Recreation account:

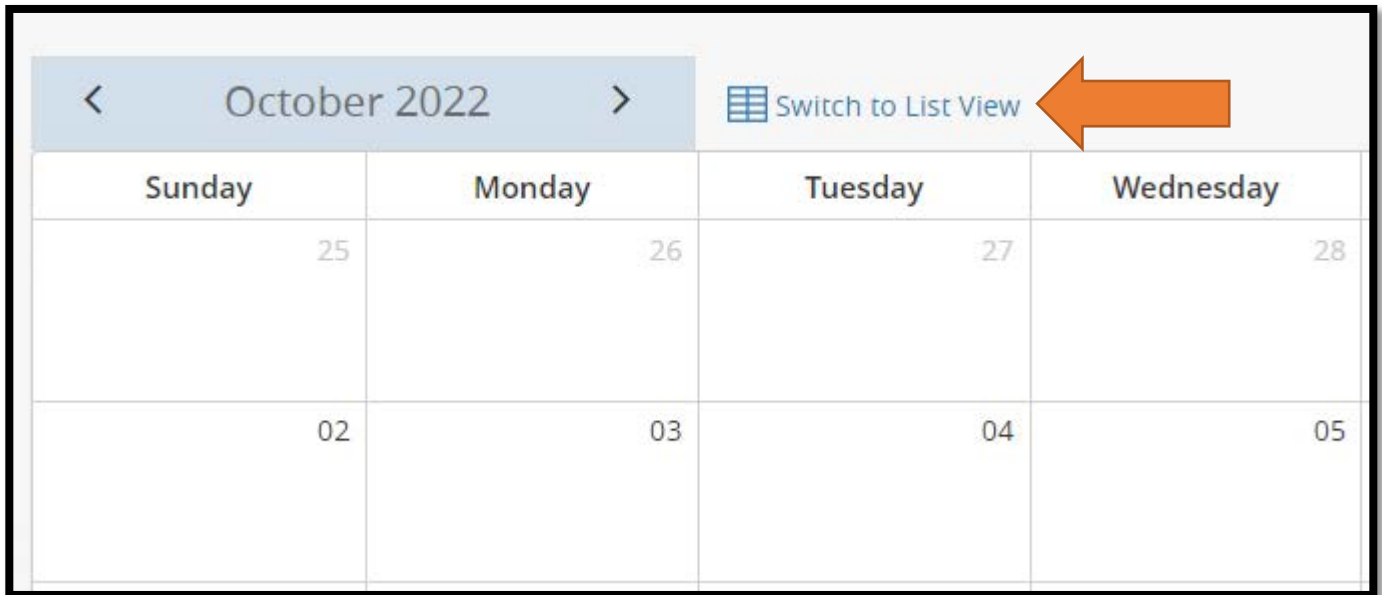
www.cityofwalnutcreek.perfectmind.com



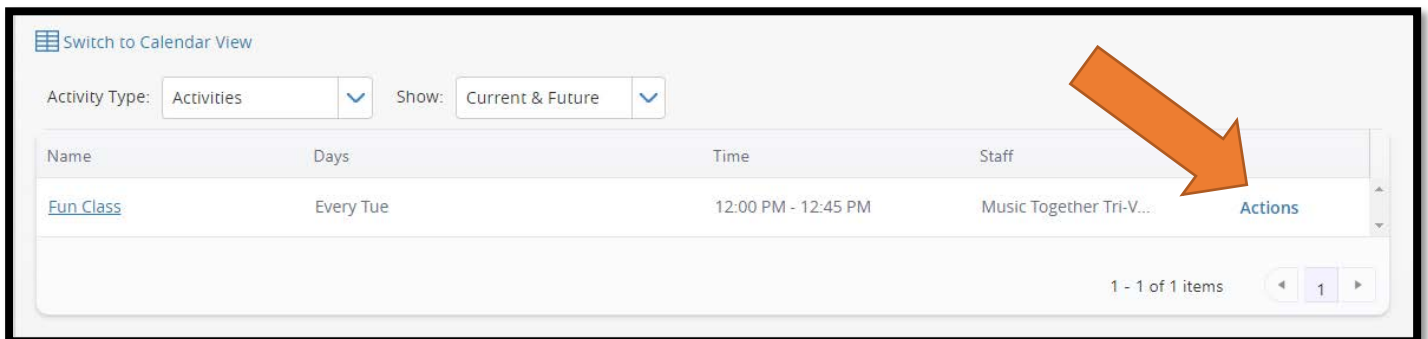
2. When you log in, you will either see your personal account information OR a client list page. If you have more than one member in your account, click on the person you wish to withdraw.
3. On the individual account page you will see several dropdown categories, starting with "General Information". Scroll down on the page to find the dropdown that says "Schedules" and click on it to see a calendar appear.



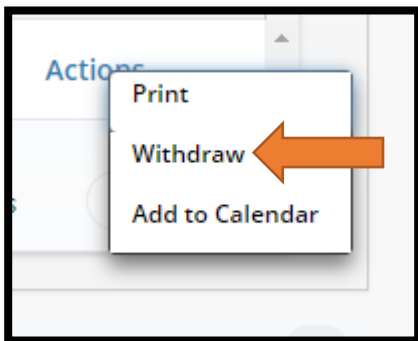
4. Next to the month and year the calendar is displaying, click on the option to “Switch to List View”.



5. After switching to list view, find the class you would like to withdraw from. On the right-hand side of the line with the class you are withdrawing from, click the “Actions” button.



6. Then click on “Withdraw”.



7. A screen will pop up to withdraw you from the class. You will see the refund amount (if any) and the refund method. "Account credit" will refund the money to your account to use for another City of Walnut Creek Arts and Recreation program. "Same as payment method" will refund the money to the way you originally paid for the program. Select where you would like the money refunded and then click "Withdraw" in the bottom right of the pop up window.

Withdraw from Fun Class

Withdraw all future sessions

All unpaid future invoices will be forfeited

Refund Amount

Fees paid: \$15.00
Withdrawal Fee: \$12.00

Refund Method

Account Credit
 Same as payment method

Total to Refund \$3.00

Cancel Withdraw

8. After you withdraw, you will be taken to the Withdrawal Confirmation page. This means your withdrawal is complete. If you refunded to a credit card you can expect to see your refund in 2-3 weeks.

Withdrawal Confirmation.html Print Email

WALNUT CREEK ARTS & REC

Withdrawal Confirmation

301 N San Carlos Dr, Walnut Creek, CA 94598 Tel. 925-295-1490

Recreation Staff
Fun Class (00045898)
Location: Civic Park Library Grassy Area, Parks
Schedule: Tuesday, 06 December 2022 12:00 PM - 12:45 PM to Tuesday, 14 February 2023 12:00 PM - 12:45 PM
Number of sessions: 11 Total Hours: 8.25

Cancellation Summary:

Sessions Withdrawn:	Series
Total Refund:	\$15.00
Cancellation Fee Amount:	\$0.00
Reason for Cancellation:	Other