

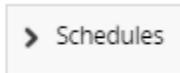
How to Withdraw Online from a Township of Langley Program

Please note online self-service withdrawal is available for programs you have registered for that have not started. To request a withdrawal from a program that is already in progress, please contact customer service at 604.534.3211 ext 9.

1. To withdraw from a program online, log into your account at tol.ca/recregister.
2. Go to “My Info” tab located at the top-left of the screen.



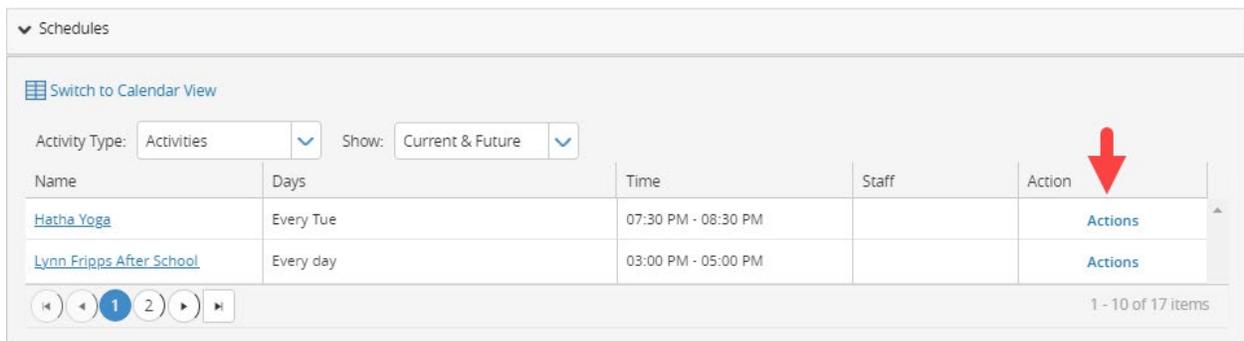
3. Click on the name of the family member to withdraw from the program.
4. Click “Schedules” section to expand.



5. Click “Switch to List View” located beside the calendar month.



6. Select the line with program you want to withdraw from; click “Actions.”

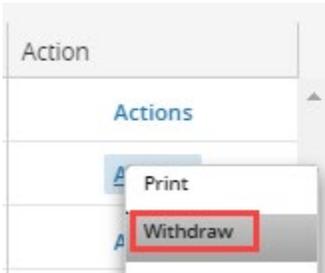


The screenshot shows the "Schedules" section of the user interface. At the top, there is a "Switch to Calendar View" button. Below it, there are two dropdown menus: "Activity Type" set to "Activities" and "Show" set to "Current & Future". A table lists two activities:

Name	Days	Time	Staff	Action
Hatha Yoga	Every Tue	07:30 PM - 08:30 PM		Actions
Lynn Frijps After School	Every day	03:00 PM - 05:00 PM		Actions

At the bottom of the table, there are navigation arrows and a page indicator "1 - 10 of 17 items". A red arrow points to the "Actions" link in the first row of the table.

7. A small box will appear; click “Withdraw.”



8. Select how you would prefer your refund to be processed:
- a. “Account Credit” the amount will be credited to your account, to use on future transactions.
 - b. If paid by credit card, you can refund the amount back to the originating credit card.

Reminder: Withdrawal fees apply based on when the withdrawal is processed. Review your Registration Confirmation for more information.

Withdraw from Lynn Fripps After School ×

Refund Amount

Fees paid:	\$66.25
Withdrawal Fee	\$0.00

Refund Method

Account Credit

Same as payment method

Total to Refund **\$66.25**

CancelWithdraw

9. Once you have made your selection click “Withdraw.”

10. You will then see your Withdrawal Confirmation. You can print the confirmation to the email, or email it to the email on your account.



Withdrawal Confirmation

Date Issued

Customer Information		
Registrant Name	Payer Name	Payer Phone
Event Information		
Program	Lynn Fripps After School	
Location	Gymnasium (300), Lynn Fripps Elementary School	
Start Date	End Date	
Series		
Cancellation Summary		
Cancellation Fee	\$0.00	
Total Refund	\$66.25	

Aldergrove Credit Union Community Centre	604.857.4299	W.C. Blair Recreation Centre	604.882.0408
Civic Facility	604.533.6086	Walnut Grove Community Centre	604.533.6170
George Preston Recreation Centre	604.530.1323	Willoughby Community Centre	604.532.7598
Langley Centennial Museum	604.532.3536	Willowbrook Recreation Centre	604.532.3500
Parks Operations	604.532.7350		

11. To review your withdrawal, navigate back to “My Info” page and select the family member.

12. Click on “Attendance.” The status column now shows “Cancelled.”

Status	Event Subject	Event Start Time	Event Event ID	CreatedByUserID	CreatedDate	Action
Cancelled	Lynn Fripps After Sch...	13-Sep-2021 3:00 PM	00025380		13-Aug-2021 11:26 AM	Withdrawal Confirmation
Booked	Hatha Yoga	03-Aug-2021 7:30 PM	00026163		24-Aug-2021 11:37 AM	Withdrawal Confirmation