

whitehorse.ca/play

Your online access to Parks and Recreation Services!

How to withdraw from a program or fitness drop-in

STEP 1

- Visit whitehorse.ca/play
- Click on **'My Play Account'** and login to your account

STEP 2

- Click on **'My Info'** at top of page
- Choose the family member you want to withdraw
- Scroll down and open up **'Schedules'**

STEP 3

- Click on **'Switch to List View'**
- Find the Course you want to withdraw from, click **'Action'** and choose withdraw
- Follow the withdrawal steps

Refund and Cancellation Fees Program Withdrawals:

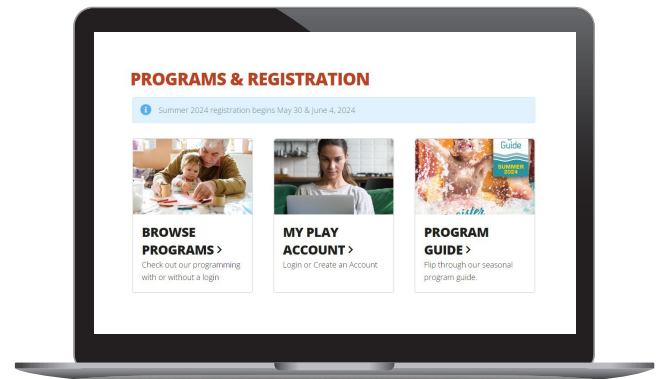
1. Courses withdrawn prior to 7 days are subject to a \$30.00 withdrawal fee.
2. All courses are non-refundable within 7 days of course start date.
3. All courses less than \$30 are non-refundable.

Fitness Drop-in Cancellations/No Shows:

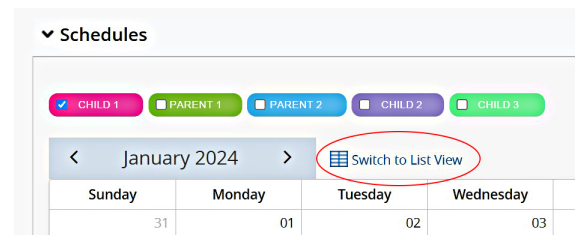
1. Cancel any time prior to 1 hour before the start of a drop-in class without penalty.
2. Cancel online, in-person or over the phone with CGC reception.
3. Cancellation within the 1 hour and not attending the class is considered a 'No Show'.
4. 'No Show' participants will have a daily admission fee added to their PLAY account.



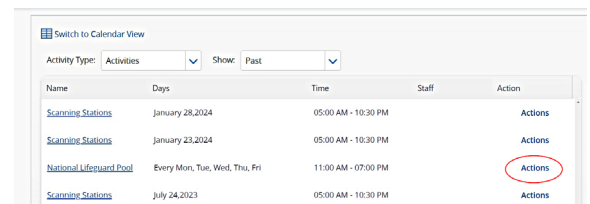
Please note: our system runs best with the most recent version of Google Chrome.



Step 1



Step 2



Step 3



NEED HELP?

For more information, please call 867-668-8360 or visit us in person at the Canada Games Centre.