

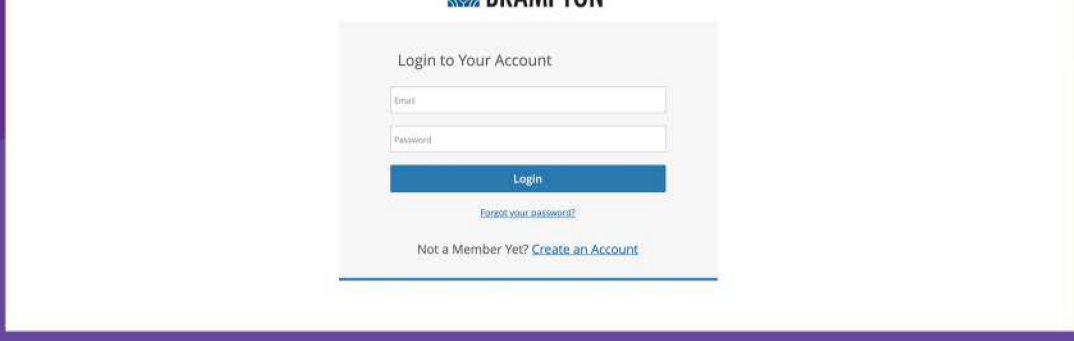
PERFECTMIND CUSTOMER RESOURCE GUIDE

How to Withdraw from a Program or Drop-In

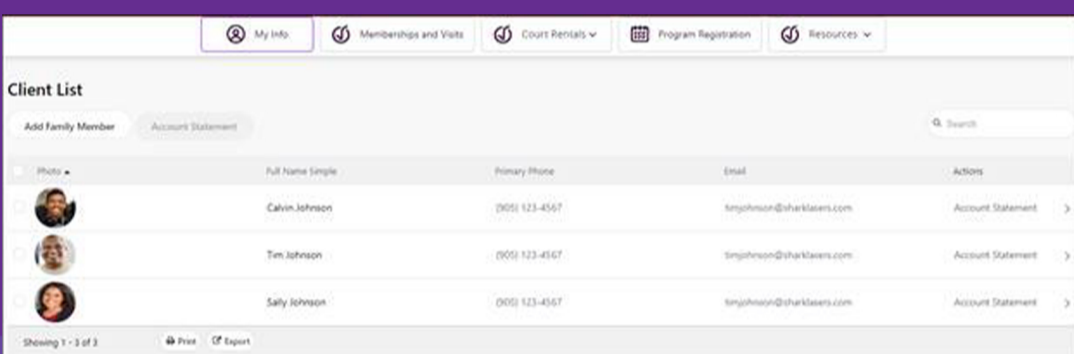
TIP: Online withdrawals are only available prior to program or drop-in start date.

STEP ONE

Log into the City of Brampton’s Recreation registration system at **CityOfBrampton.PerfectMind.com**.

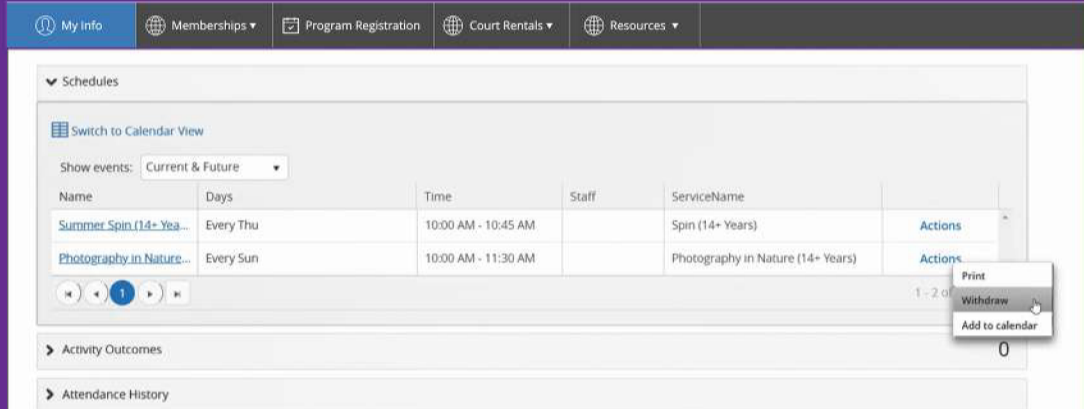
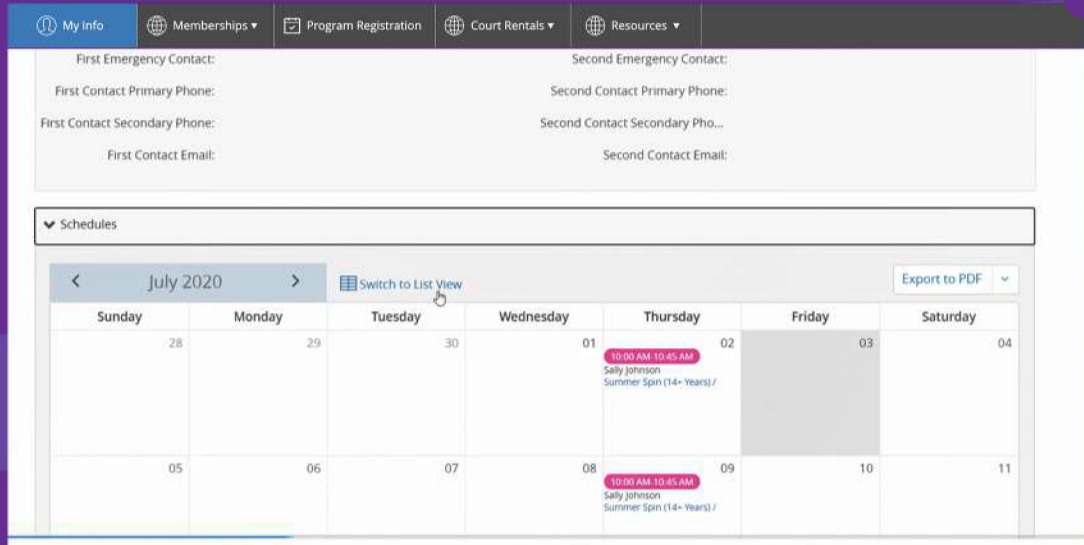


NOTE: If there are multiple clients on your Family Account, you will be required to click on the client you wish to view.



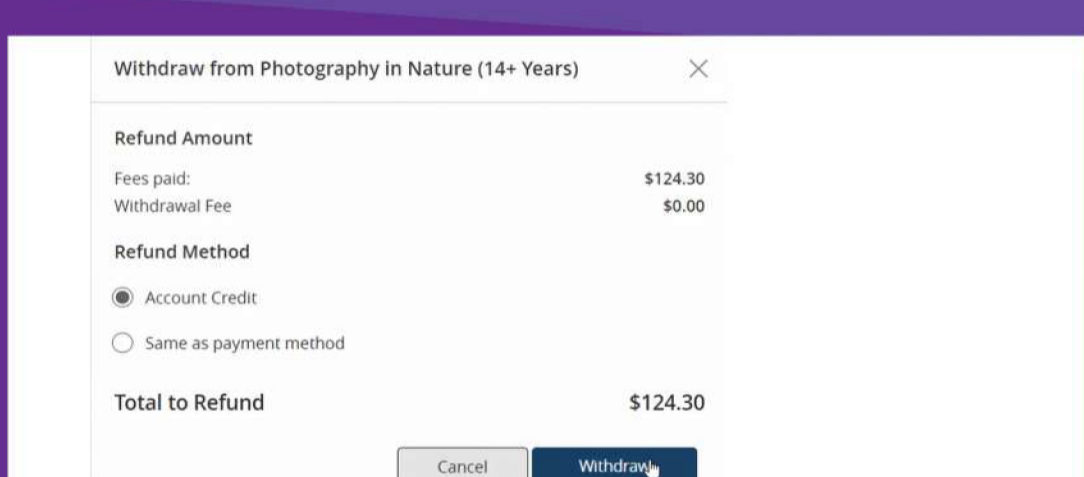
STEP TWO

Once logged in, scroll down to the section titled **"Schedules"** and click on **"Switch to List View"**. Here you will see all programs or drop-in's you are registered for today and later. Select **"Actions"** on the program or drop-in you would like to withdraw from and click **"Withdraw"**.



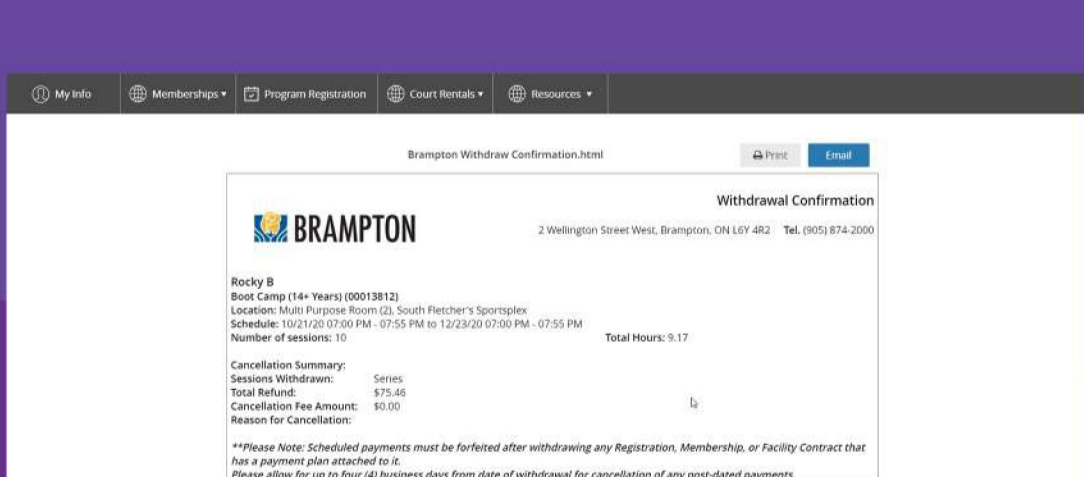
STEP THREE

A summary pop up will display the amount paid, and withdrawal fee if applicable. Withdrawals are returned to account credit. If paid by credit card, you will receive the option to refund to original payment method. Then click **"Withdraw"**.



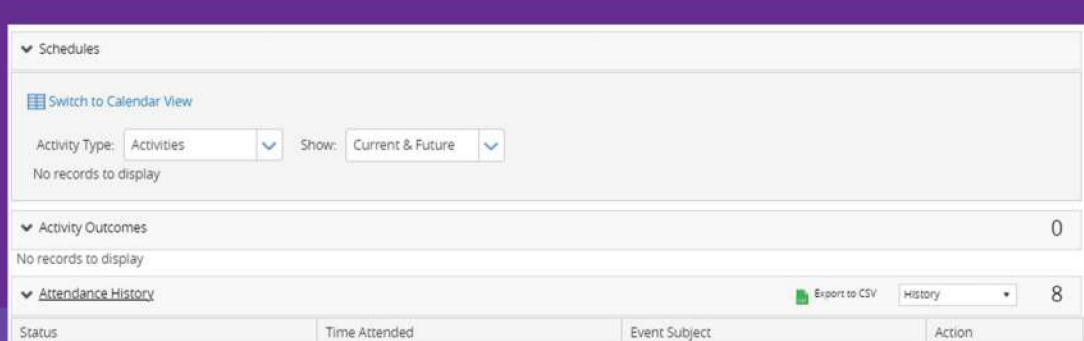
STEP FOUR

A confirmation document will display.



STEP FIVE

Once completed, you will see the program or drop-in status as **"Cancelled"** under your attendance history.



You're all ready to go. We look forward to seeing you!

Questions?

Email us at: **recreation@brampton.ca**