

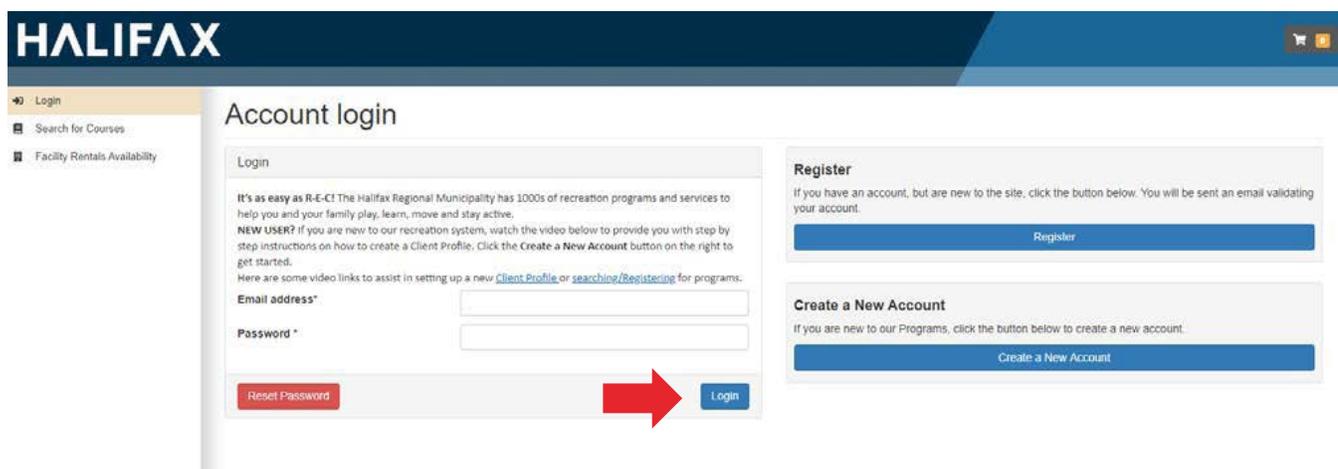
How To Cancel a CGC Activity in MyRec

To cancel a CGC activity in MyRec, follow the directions below. If you need additional help, please call Customer Service at 902.490.2400 ext. 7, Monday-Friday 8am-8pm, Saturday & Sunday 8am-5pm.

Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

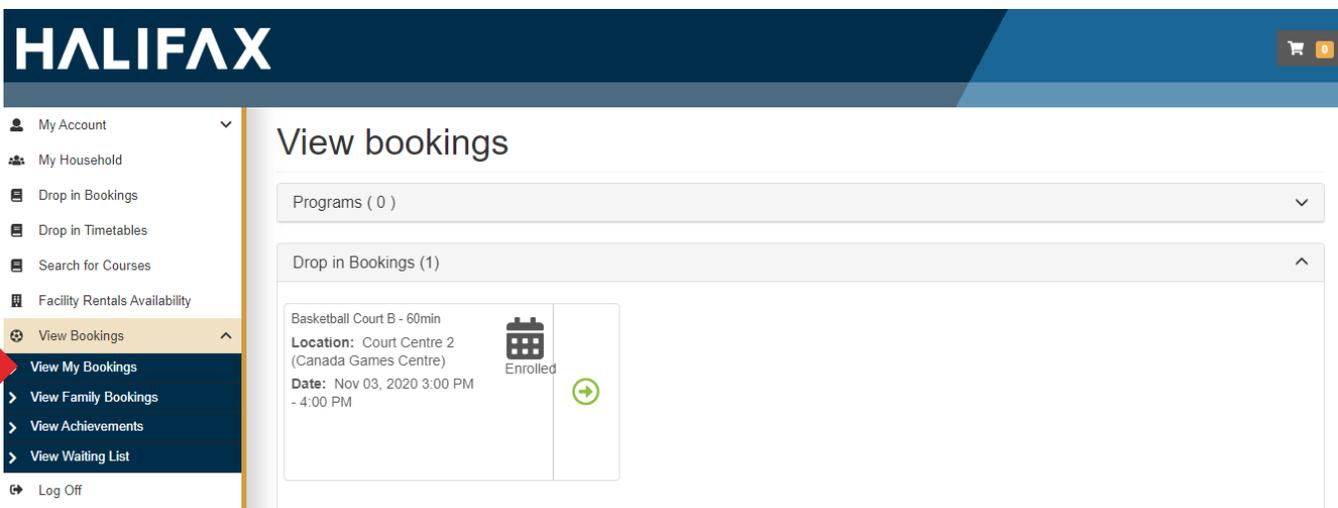
Please note: MyRec works best with Google Chrome.

Step 2: Log in to your MyRec account.



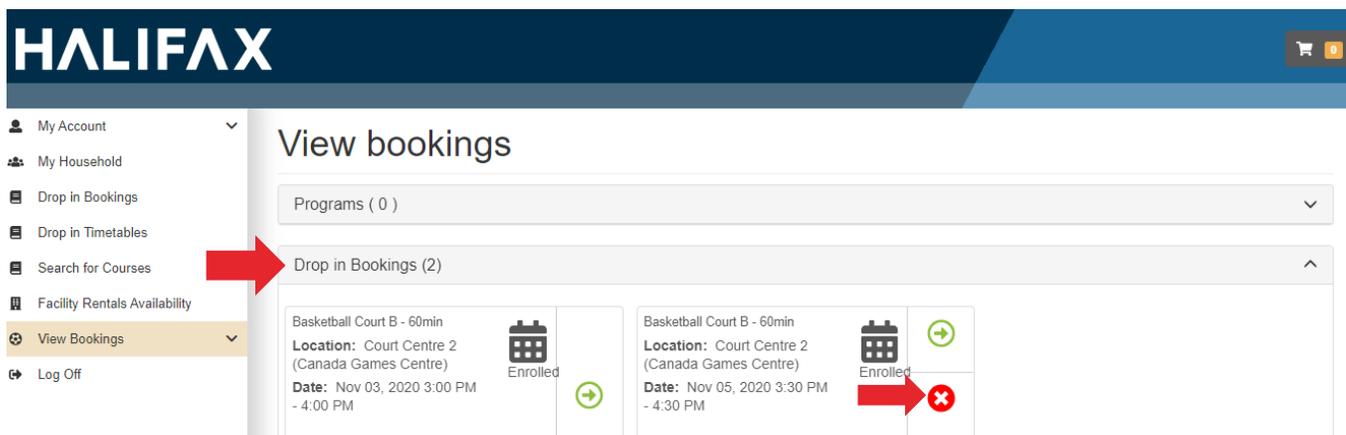
The screenshot shows the 'Account login' page on the Halifax website. The page has a dark blue header with the 'HALIFAX' logo. On the left, there is a navigation menu with 'Login' selected. The main content area is divided into three sections: 'Login', 'Register', and 'Create a New Account'. The 'Login' section contains a form with fields for 'Email address*' and 'Password*', a 'Reset Password' button, and a 'Login' button. A red arrow points to the 'Login' button. The 'Register' section has a 'Register' button. The 'Create a New Account' section has a 'Create a New Account' button.

Step 3: At the top left, select View My Bookings.



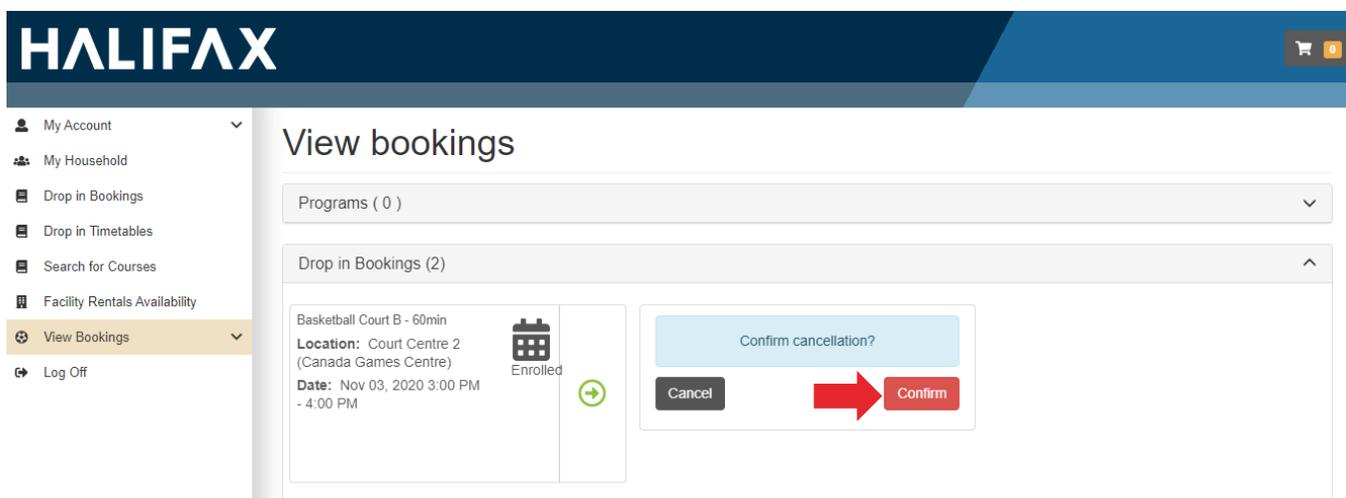
The screenshot shows the 'View bookings' page on the Halifax website. The page has a dark blue header with the 'HALIFAX' logo. On the left, there is a navigation menu with 'View Bookings' selected. The main content area is titled 'View bookings' and contains a dropdown menu for 'Programs (0)' and a section for 'Drop in Bookings (1)'. The 'Drop in Bookings (1)' section shows a booking for 'Basketball Court B - 60min' at 'Court Centre 2 (Canada Games Centre)' on 'Nov 03, 2020 3:00 PM - 4:00 PM'. The booking is marked as 'Enrolled' with a green checkmark icon. A red arrow points to the 'View Bookings' option in the navigation menu.

Step 4: Select the Drop-in booking to cancel, click the red X.



The screenshot shows the HALIFAX website's 'View bookings' page. On the left is a navigation menu with 'View Bookings' selected. The main content area is titled 'View bookings' and shows a list of 'Drop in Bookings (2)'. The first booking is for 'Basketball Court B - 60min' at 'Court Centre 2 (Canada Games Centre)' on 'Nov 03, 2020 3:00 PM - 4:00 PM', with an 'Enrolled' status and a green plus icon. The second booking is for the same location and duration on 'Nov 05, 2020 3:30 PM - 4:30 PM', also 'Enrolled', but with a red 'X' icon next to it. A red arrow points from the 'View Bookings' menu item to the 'Drop in Bookings (2)' section. Another red arrow points from the 'Enrolled' status of the second booking to the red 'X' icon.

Step 5: Confirm the cancellation. Booking will disappear from list and show *booking cancelled successfully*. You will also receive a cancellation confirmation via email.



This screenshot shows the same 'View bookings' page, but with a confirmation dialog box overlaid. The dialog box is titled 'Confirm cancellation?' and has two buttons: 'Cancel' and 'Confirm'. A red arrow points from the 'Confirm' button to the right. The booking details for the first booking are visible on the left side of the dialog box.

Non-member cancellation refunds are in the form of a credit and your credit will appear under the credit tab. Credits can be used against any future outstanding balances. Under My Account, click Bills and Payments to see your credit.