How to Cancel a Reservation Online

Use the following directions to cancel a Fitness Class, Fitness Center, Lap Swim or Public Skate session reservation online using your registration account. Cancellations may be made up to 24 hours prior to activity start time and are not available within 24 hours. Credit will be applied to your account and may be used for any BPRD reservation or registration. If you would like a refund, you must call or email Customer Service.

1. Log into your BPRD registration account.
2. Using the menu on the top of the page, click the “my account” tab to access the dropdown menu and select “Cancel Sessions.”
3. Select the checkbox for the program you would like to cancel.
4. Click “Proceed to Checkout.”
5. In the “Using this Refund Method”, select “Apply to Household Account.”
6. Click “Complete Transaction” to receive your credit to account.

Questions? Call Customer Service at (541) 389-7275 or email them at info@bendparksandrec.org.