

## FEES

# PARKS, RECREATION AND CULTURE REFUNDS

FEE.40

## POLICY

*Date Policy Adopted: July 15, 2002*

*Council Resolution Number: 02/738*

This policy applies to refunds of Parks, Recreation and Culture fees and charges for course registrations, facility rentals other than ice rentals, admission punch cards and passes and resale merchandise. Such refunds are authorized as follows:

### COURSE REGISTRATIONS

A **full refund** of course registration fees will be issued when:

- a) a course is cancelled by the Parks, Recreation and Culture Department; or
- b) a registrant withdraws from a course for any reason at least 24 hours prior to the commencement of the first session, subject to an administration fee as noted below.

A **prorated refund** of course registration fees will be issued when

- a) a registrant withdraws from a course for any reason less than 24 hours prior to the commencement of the first session but prior to the commencement of the third session; or
- b) a registrant withdraws from a course for medical reasons at any time prior to completion of the course. A medical certificate may be required.

**No refund** of course registration fees will be issued when a registrant withdraws from a course after commencement of the third session, unless the withdrawal is for medical reasons. Amounts paid for course materials/manuals are non-refundable.

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**Deleted:** A \$5.00 administration fee will be deducted from all refunds of course registration fees, unless the refund is taken as a credit on account and subsequently used to purchase leisure services provided by the Parks, Recreation and Culture Department, or when the refund results from a course cancellation.¶

**Form of payment:** Refunds may be issued by credit card, debit card, cheque or credit to account as follows:

<u>If fee paid by:</u>	<u>Refund may be paid by:</u>	<u>Administration fee charged?</u>
Visa	Visa	yes
Mastercard	Mastercard	yes
Debit card	Debit card	yes
Cash	Cheque	yes
Cheque	Cheque	yes
Any of the above	Credit to account	no

**FACILITY RENTAL FEES**

A **full refund** of facility rental fees will be issued when:

- c) a facility rental booking is cancelled by the Parks, Recreation and Culture Department; or
- d) a facility rental booking, with the exception of an ice booking, is cancelled a minimum of 2 business days prior to the booking.

Refunds will be issued by cheque from the Finance Department and will be subject to a \$5.00 administration fee. The administration fee will not be deducted if the refund is taken as a credit on account and subsequently used to purchase services or products from the department.

**No refund** will be issued if the facility rental booking is cancelled less than 2 business days prior to the booking.

**PUNCH CARDS AND PASSES**

Refunds for punch cards may be granted provided that they are returned in complete unused condition.

Refunds will be issued by cheque from the Finance Department and will be subject to a \$5.00 administration fee. The administration fee will not be deducted if the refund is taken as a credit on account and subsequently used to purchase services or products from the department.

Passes are non-refundable.

**RESALE MERCHANDISE**

Resale merchandise may be returned for a refund if it is found to be defective within 14 days of purchase. A cash register receipt is required.