

Policy Title: Refund, Transfer or Credit of Recreation Fees	Policy #: 12-09-10
Authority Approval: MAYOR & COUNCIL	Resolution #: 12-09-10
	Effective Date: 12-09-10
Distribution:	
<input checked="" type="checkbox"/> Master	<input type="checkbox"/> Fire Department
<input checked="" type="checkbox"/> Administration	<input type="checkbox"/> Library
<input checked="" type="checkbox"/> Council	<input type="checkbox"/> Public Works
<input type="checkbox"/> FCSS	<input checked="" type="checkbox"/> Recreation/Programs

**Purpose:** To provide the criteria for the refunding of Recreation Program Fees, and Facility Memberships.

**Policy Statement:**

1. The Town strives to provide quality recreation facilities and programming. Any deficit in programming income is covered by the residents of the Town of Beaverlodge through property taxes.
2. The refund policy is clearly stated on the application forms and receipts.
3. Recreation Programs:
  - a. Refund will be provided under the following condition:
    - i. When a doctor's note is provided the refund is effective starting the date the doctor's note is received by recreation staff; or
    - ii. If a program is cancelled by the Town.
  - b. Credit will be issued for the unused portion of a program under the following conditions:
    - i. When notice is provided to the facility or program operator seven (7) days prior to the start of the program; or
    - ii. When there is a waitlist and staff are able to resell the space in that program; or
    - iii. If a program is rescheduled by the Town.
  - c. Transfers are permitted when the recreation staff are notified seven (7) days prior to the course or program start date or at the recommendation of the instructor provided the course or program has not already started.
4. Memberships and Passes:
  - a. Refunds for unused portion of 3, 6, and 12 month passes are allowed where a doctors' note is provided. The first and last month are non-refundable.
  - b. No refunds will be provided for punch passes.
5. Special Events:
  - a. Special Events include, but are not limited to, private pool rentals, rentals of the multi-purpose rooms, community centre, arena, or sports fields.
  - b. A non-refundable fee is required when a Special Event is booked.
  - c. Cancellation notice for Special Events must be at least seven (7) days prior to the event. Some events may require notice of more than seven (7) days and that notice period will be indicated on contracts.

Reviewed/Amended	Date: <i>Oct 12, 2012</i>
<i>W. Hanson</i>	<i>Dulki Baber</i>
Mayor	CAO