
GENERAL STATEMENT OF POLICY

35.01 It is the policy of the Region of Queens Municipality to have guidelines for refunds by its Recreation and Community Facilities Department.

ALLOCATION OF RESPONSIBILITIES

DIRECTOR OF RECREATION AND COMMUNITY FACILITIES

35.02 To oversee the refunding of fees due to cancellations by an individual or group providing such a cancellation would be consistent with normal procedure as outlined below.

35.03 To give consideration to cases of a special nature, such as a sudden illness, death or emergency with a family member, and be the final authority in determining what constitutes a genuine exception. The administration fee will be waived in these circumstances.

SECRETARY/RECEPTIONIST

35.04 To advise the Director of Recreation and Community Facilities of any requests for refunds prior to issuing/processing them.

POLICY PROCEDURES

35.05 All refunds will have a \$5.00 administration charge.

35.06 Refund requests made prior to the pre-registration date will be issued for any reason, less the \$5.00 administration charge.

35.07 Refund requests made after the pre-registration date will only be issued for medical reasons of the participant, supported by a medical certificate, or for special circumstances, less the \$5.00 administration charge.

35.08 Once a program has begun refunds will only be issued for medical reasons of the participant, supported by a medical certificate, or for special circumstances, at a pro-rated rate based on the number of days/classes that have passed.

AQUATIC PROGRAM POLICY PROCEDURES

35.09 All refunds will have a \$5.00 administration charge.

- 35.10 Refund requests made prior to 4 p.m. the Friday before the swimming lesson session begins, will be issued for any reason, less the \$5.00 administration charge.
- 35.11 Refund requests made after 4 p.m. the Friday before the swimming lesson session begins, will only be issued for medical reasons of the participant, supported by a medical certificate, or for special circumstances.
- 35.12 Once a swimming lesson session has begun refunds will only be issued for medical reasons, of the participant supported by a medical certificate, or for special circumstances, at a pro-rated rate, based on the number of days/classes that have passed, minus the \$5.00 administration charge.

GENERAL POLICY PROCEDURES

- 35.13 Refund requests can be made verbally. A request in writing may be required at the discretion of the Director of Recreation and Community Facilities.
- 35.14 When a program is cancelled by the Department or changed by the Department or changed after registration in such a manner that it is no longer acceptable to the registrant, the Department will make a full refund, and the \$5.00 administration charge will not be applied.