

Type	ADMINISTRATIVE POLICY	Policy No	POL-1901
Title	Parking Reimbursements		
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**PURPOSE**

The purpose of this policy is to guide staff with respect to requests from the public for reimbursement of payments for parking meters, parking tickets or similar such payments.

**POLICY**

- 1) A person *may*\* be reimbursed for the following reasons:
  - (a) If a person receives a Bylaw Notice and pays it, but also disputes the Notice and is successful, either at the screening stage or at adjudication;
  - (b) If a person mistakenly pays a Warning Notice;
  - (c) If over-payment is due to meter malfunction (evidence satisfactory to the Municipality is required);
  - (d) If a Bylaw Notice is paid to the wrong Municipality in error (evidence satisfactory to the Municipality is required);
  - (e) If a person mistakenly pays twice for the same ticket on the Municipality’s online payment portal (evidence satisfactory to the Municipality is required and confirmation in writing from person that they have not and will not dispute either of the charges to their credit card company);
  - (f) At the direction of the Bylaw Enforcement Officer or the Chief Administrative Officer due to circumstances beyond the reasonable control of the person including, without limitation, medical emergencies.

\* *Reimbursement is subject to a \$10 administration fee.*
  
- 2) A person should not be reimbursed for any of the following reasons:
  - (a) Subject to section 1 (f), if a person paid for parking but did not stay for the full duration of the paid period;
  - (b) Human error while using the parking meters – the prompts are straight forward and should be followed slowly and carefully to avoid overpayment. For example, if you press the “Max” button and then realize that is more than you intended to buy, the meter will not process that purchase and print a ticket unless you press “OK”. If you don’t press OK, it will time out and the display will read “Transaction Cancelled”.

“Peter DeJong”

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Chief Administrative Officer

Approved by CAO:	August 13, 2019
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