



THE MUNICIPALITY OF THE VILLAGE OF LIONS BAY

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| Type | POLICY | Policy No | POL-1408 |
| Title | REFUNDS AND CANCELLATIONS | | |
| Author | M. Koonts | Reviewed By: | |
| Date | August 14, 2014 | Version | 1 |

PURPOSE

The purpose of this policy is to provide the basis and rationale for refunding fees for:

- Recreational programs administered by the Village of Lions Bay
- Rental of equipment owned by the Village of Lions Bay

DEFINITIONS

Facility & Equipment Rentals – the exclusive and contracted use of Municipal space or equipment for a defined date and duration by an individual or group upon payment of fees established by bylaw.

Refund – the amount of money, or other financial consideration, that is given back to a customer who has withdrawn from a service, program or rental contract. Refunds may be subject to proration, service fees or restrictions.

Registered Programs – services available to all users by means of pre-commitment (registration) for a service with defined dates, times, enrollment capacity, instructor to participant ratios, and possibly, skill prerequisites.

Village – the Village of Lions Bay

POLICY

REFUNDS FOR REGISTERED PROGRAMS

The Village will provide refunds for registered programs based on the following principles:

- i. The customer will receive a full refund for the percentage of the program not provided in the event the Village cancels all or a portion of a registered program.
- ii. A full refund will be issued when staff initiates a customer refund or withdrawal for reasons related to customer safety or program quality (i.e. skills, age, maturity, etc.)
- iii. Prorated refunds will be provided for the remaining portion of a program from the point when a customer withdraws from the program however, no refunds will be issued once the program has progressed to an overall completion status of 75%.
- iv. Customer withdrawals submitted within 24 hours of a scheduled class will result in a forfeiture of the fees for that class.

Refunds are not provided for missed classes/sessions where the customer has not withdrawn from the program.

CANCELLATION OF RENTAL CONTRACTS

FACILITY BOOKINGS

- A full refund will be issued if a facility rental contract is cancelled with at least five (5) business days' advance notice.
- A 25% administration fee will apply for facility bookings cancelled with less than five (5) but more than two (2) business days' advance notice.
- No refund will be issued for facility bookings cancelled with less than two (2) business days' notice.

Refunds, or prorated refunds if applicable, will be issued without penalty if the Village cancels all or a portion of a rental booking (i.e. mechanical failure, safety concerns, etc.).

EQUIPMENT BOOKINGS

- Full refund will be issued for equipment rental contracts cancelled with at least one (1) business days' notice.
- No refund will be issued for bookings cancelled with less than one business days' notice.

SEE ALSO:

- POL-1407: Community Hall Rental Policy
- Fees & Charges Bylaw #462

Corporate Officer

Mayor or Delegate

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| Adopted by Council On: | September 16, 2014 |
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