

City of New Westminster – Parks & Recreation
Department Policy & Procedure

REFUND POLICY & PROCEDURES	Policy Number:	287443
	Effective Date:	October 19, 2017
	Supersedes Date:	n/a
	File No.	287443
Approved:	<input type="checkbox"/> Parks & Recreation Committee	<input checked="" type="checkbox"/> Department Administration

PURPOSE

The purpose of this policy is to provide the basis and rationale for refunding fees for Parks and Recreation services.

AUTHORIZATION

The Parks and Recreation Committee has endorsed this Department policy.

INTERRELATED

This policy supersedes the:

- Parks and Recreation Facility Allocation Policy (69863)
- Parks and Recreation Financial Assistance Policy & Procedures (288113)
- City of New Westminster Employee Wellness Policy (42337)
- Fees and Charges Bylaw No. 6673, 2001
- Arts & Heritage Services Fees and Charges Bylaw

This policy is superseded by:

- Service Expiration Policy (963382)
- Derecognition Policy (964104V2)

OBJECTIVES

To establish a framework for refunding departmental fees that:

- serves customer and Department needs;
- differentiates between various services or situations; and
- is based on a fair, systematic and defensible approach.

DEFINITIONS

Admission Programs – means Department services available to all members of the public or broad based subsets of the public within a defined time period. Fees are normally remitted on an occasion by occasion basis as the service is consumed.

Day – means any calendar day.

Day Camps – means any non-Lesson Registered Program (generally over 90-minutes in duration) offered over consecutive weekdays during school breaks. Exclusion: day care programs.

Department – means the City of New Westminster Parks and Recreation and Art and Heritage Services Departments.

Deposit – means a sum of money held in trust by the Department that is applied against any additional fees incurred by a rental user group (i.e. property damage, cancelation fees, additional staff charges, additional rental time charges, etc.). If no additional charges are applied, the rental user group will be refunded the deposit amount. Deposit amounts are variable based on the rental space, user group, activity, frequency and/or duration.

Fee – means the total payment required from the customer for the purchase of Department goods or services.

Facility & Equipment Rentals – the exclusive and contracted use of civic indoor and/or outdoor space or equipment for a defined date and duration by an individual or group.

Lesson – means a skill-based progression Register Program often requiring a pre-requisite level in order to participate.

Medical Reason – means a debilitating injury, disease or illness beyond common sicknesses such as colds, flus, fevers, etc.

Memberships – means admission services where the customer pre-purchases multiple visits by means of a punch pass (i.e. 10x pass) or the pre-purchase of a time based pass (i.e. 1 month plan) typically at a discounted rate over the price of single admission purchases.

Private Lesson – means any Department service where a Staff member or Instructor is scheduled for individual or specific customer service requests.

Refund – means an amount of money, or other financial consideration, that is given back to a customer who has returned a product, withdrawn from a service, etc. Refunds may be subject to proration, withdrawal or cancelation fees and/or restrictions.

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

Retail Sales – refers to sales involving Department merchandise, food services and vending.

POLICY

The Department will offer refunds, with reasonable conditions, to meet customer and service delivery needs. All Department sales require advanced full payment by the customer prior to the receipt of the purchased good or service.

REFUND PROCEDURES & CRITERIA

Registered Programs

- i. Full refunds are granted if the Department cancels the Registered Program (prorated as applicable).
- ii. Refunds are granted if the program is not suitable for the customer (i.e. ability, safety, maturity concerns, etc.) and prorated as applicable.
- iii. Refund requests, with less than 7 days' notice before the registered program, are subject to a \$10.00 withdrawal fee.
- iv. Prorated refunds are granted until the end of the day of the second class and are subject to a \$10.00 withdrawal fee.
- v. No refunds are issued after the end of the day of the second class.

- vi. No refunds are issued for registered programs offered by or with third party service providers if the Department has incurred third party provider costs and the refund request has less than seven days' notice.
- vii. No refunds are issued for Day Camps with less than five days' notice.
- viii. No refunds are issued for Private Lessons with less than seven days' notice.
- ix. No refunds are issued for curriculum based school programs with less than seven days' notice.

Admissions

Same day refunds are granted if the customer is dissatisfied with the service. Refunds may be in the form of a single or family Courtesy Pass. Admission cash refunds are permitted on the day of the Admission sale.

Memberships

All membership pass refunds are prorated, as applicable, and granted until the membership expires (refund limitation: the Active 365 Pass is only eligible for prorated refunds six months after the date of sale). Active 30 and Active 90 time based membership extensions are granted if the Department is unable to offer a service for more than **48** hours. The Active 365 Pass, when purchased, is automatically granted 14 bonus days to accommodate planned or unplanned temporary maintenance closures. Customers requesting time based membership pass extensions is only considered for eligible Medical Reasons, or extenuating circumstances, and may require a doctor's note.

Rentals

Cancellation refunds are granted if the Department is able to re-sell the space. If the cancelled booking is not rebooked, the renter is charged a cancellation fee equal to the rental Fee. Exceptions:

1. Arena rental users providing less than 7 days cancellation notice is not charged the rental fee if the space is rebooked.
2. Aquatic, gymnasium, Anvil Centre Cultural Studio Spaces and sports field rental users providing less than 7 day's cancellation notice are not eligible for refunds.
3. Equipment rentals are not eligible for refunds.
4. Rental bookings for non-Parks and Recreation spaces maybe subject to other City refund policies.
5. Outdoor rental events require a deposit, timing determined by the Department, and failure to pay the deposit will result in the cancellation of the rental and loss of the rental Fee.
6. Picnic Shelter fees are non-refundable unless the space is rebooked.
7. Banquet cancellations are subject to a non-refundable cancellation fee (minimum \$300).
8. Social cancellations are subject to a non-refundable cancellation fee (minimum \$200).

Refunds, or prorated refunds, are issued if the Department cancels all or a portion of a rental booking.

Cash Refunds

Cash refunds below \$20.00 may be issued if the original purchase was a Point of Sale or Retail Sale cash transaction. A receipt, or client account transaction record, is required for merchandise refunds.

Retail Sales

Each Department service provider, offering Retail Sales, will determine its own refund terms and conditions based on the location or type of Retail Sale.

Examples:

Century House – no refunds are offered.

Museum – full book refunds are granted if there is no damage to the book and there is proof of purchase.

Vending Machines – refunds are supplied by the vending machine companies as facilitated by the recreation facility.

Refund Conditions – All Applications

- 1) All refunds requests must be made in person or by phone.
- 2) Credit refunds are returned to the purchasing tender (i.e. credit card, debit card, EFT transaction. Cash and cheque transactions are refunded by cheque three to four weeks after requested.
- 3) In extraordinary circumstances, the Department Director (or designate) may use discretion in the application of the Refund Policy.
- 4) Declined payments are subject to a \$40.00 service charge.
- 5) Automated scheduled payments are restricted to credit card and EFT tender types.
- 6) Gift Certificates and Gift Cards are non-refundable.