

INSTRUCTIONAL PROGRAM REFUND POLICY
Council Policy No. 36/00

PURPOSE:

The purpose of the Instructional Program Refund Policy is to provide guidelines for the issuance of refunds for instructional programs offered by the Recreation Department.

POLICY:

Full refunds will be granted in the following instances:

- a) The Department cancels the program;
- b) The request for the refund is received a minimum of ten (10) days prior to the start of the program;
- c) For requests received less than ten (10) days prior to the start of the program will be granted provided the Department is able to fill the spot;
- d) Requests arising from health and medical reasons may be approved up to and including the first half of the program session, on a pro-rated basis.
- e) The Director of Recreation will administer the refund program.

PROCEDURES:

- a) The refund procedure will be activated by the completion of the "Refund Request Form" by the person requesting the refund;
- b) The staff member accepting the "Refund Request Form" will acknowledge the receipt of the form by signing and dating the form;
- c) All "Refund Request Forms" will be forwarded to the Pool/Program Manager for the purpose of:
 - i) Reviewing the request;
 - ii) Making a recommendation to approve or deny the request, within three (3) working days, to the Director of Recreation;
- d) The Director of Recreation will process requests as follows:
 - i) Approved requests will be forwarded to the Finance Department, within three (3) working days for processing;
 - ii) Requests that are not approved will be followed up with a letter explaining the rationale for denying the request.