

# THE CORPORATION OF THE MUNICIPALITY OF SOUTH BRUCE BY-LAW #2024-15

---

## BEING A BY-LAW to Adopt a Refund and Cancellation Policy for Recreation Programs

**WHEREAS** pursuant to the *Municipal Act, 2001* and amendments thereto, Part II, General Municipal Powers, Subsection 9 and Subsection 11 authorizes a Municipality to pass by-laws;

**AND WHEREAS** the purpose of the policy is to provide guidance to both staff and public and a consistent handling of when and how refunds and/or cancellations are handled for Municipal Recreation Programs;

**NOW THEREFORE BE IT RESOLVED THAT** the Council of the Corporation of the Municipality of South Bruce hereby enacts as follows:

1. That the Mayor and Clerk are hereby authorized to sign and seal, this By-Law adopting a Refund and Cancellation Policy for Recreation Programs for the Municipality of South Bruce, which Policy is attached as Schedule A to this by-law; and
2. That this by-law shall come into full force and effect upon its final passage;

That this by law be Read, Enacted, Signed and Sealed this 26<sup>th</sup> day of February, 2024

  
Mark Goetz, Mayor

  
Vivian Kennedy, Clerk

Seal.



# Municipality of South Bruce

---

## Refund and Cancellation Policy for Recreation Programs

**Department:** Finance and Recreation

**Division:** Recreation Programs

**Prepared by:** Amanda Watson

**Management Review:** RFM Crouse & Treasurer Reinhart

**Council Approval:** By-Law #2024-15

**Date of Council Approval:** February 26, 2024

**Revised:**

---

### **Purpose:**

To provide guidance to both staff and public and a consistent handling of when and how refunds and/or cancellations are handled for Municipal Recreation Programs.

### **Policy:**

All program cancellation requests must be received in writing, using the Recreation Refund Form. The date that the Recreation Refund form is submitted will be used for determining the refund based on the following:

- Full refunds will be available for customers within the first 14 days after registration, minus a \$25.00 administration fee
- If registration occurs less than 14 days before the start of the program or activity, refunds will not be available
- Cancellations received after 14 days, but more than 14 days before the start date of the program or activity can transfer their registration to an alternative program or activity. If no alternative is available, or if the cancellation is for exceptional reasons, a credit can be applied to the customer's account, minus the \$25.00 administration fee. The credit has no expiry. Cancellations occurring less than 14 days before the start date of a program or activity will receive no refund or credit.
- In the case of camps, if the program is waitlisted and the space is resold to another customer, then the customer will receive a credit on their account.

- If the written request to withdraw is received within the first 2 weeks of the program a pro-rated refund will be calculated based on the number of completed classes minus a \$25.00 administration fee.
- If a written request to withdraw is received after the second week of program no refund will be issued
- In the case of a medical reason, a refund will be issued based on the pro-rated value of the remaining classes less the applicable administration fee, provided no more that 75% of the session has passed
- In the event of unsatisfied client in a program, a refund will be issued based on the pro-rated value of the remaining classes less a \$25.00 administration fee, provided no more than 50% of the session has passed
- For programs and activities cancelled by the Municipality of South Bruce, refunds will be issued.
- Portions of the registration fee paid to third party suppliers are non-refundable. Examples include program materials and supplies, such as books, t-shirts, food, admission tickets, travel fees, etc.
- If a participant is withdrawn from an activity or program, 50% of the remaining session will be refunded

All Refund Request forms must be submitted to the Recreation Programmer, [recreation@southbruce.ca](mailto:recreation@southbruce.ca) or at the Municipal Administration Office.