

PROGRAM REGISTRATION & REFUND POLICY
Council Policy No. 36/19

PURPOSE:

The purpose of the Program Registration and Refund Policy is to provide guidelines for customer registration and refunds for programs offered by the Recreation & Leisure Department including the North Peace Leisure Pool.

POLICY:

Registration

Registration is accepted on a first come first serve basis. Registration can be completed online, in person and /or on the phone.

Full payment is required at the time of registration. Payment plans are not permitted without the prior approval of the department manager.

Classes with insufficient registration are subject to cancellation, postponement or classes may be combined. Class dates and times are subject to change.

Refunds for course, class or private rental

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 seven (7) days prior to the start of the program;
- c) For requests received less than seven (7) days prior to the start of the program, refunds will only be granted provided the Department is able to fill the spot;
- d) In the event that a customer falls ill or becomes injured, inhibiting their ability to participate in or continue participation in a program or utilize a facility pass or punch card, a pro-rated refund may be given based upon the date of the refund request. Documentation (i.e., doctor's note) is required for illnesses or injury claims.

A private rental includes private group facility rentals such as birthday parties offered by Recreation & Leisure Department.

Non-Refundable Fees

Approved refunds are subject to;

- a. A 10% administration fee, unless the program is cancelled by the City;
- b. Online registrations are subject to a convenience fee charged directly by the online booking software, ActiveNet. The online convenience fee included in the total fee is non-refundable.

Declined Refund Requests

PROGRAM REGISTRATION & REFUND POLICY
Council Policy No. 36/19

Requests that are not approved will be followed up in writing explaining the rationale for denying the request within three (3) business days in consultation with the department manager.

Refund Payment

Payments made by credit card will be refunded and initiated by the City within three (3) business days. Payments made by cash or debit. Allow 2-3 weeks for the processing of a refund cheque from the Finance Department.

Credits

Any refund may be applied to the customer's account as a credit at their discretion. Credits will be issued for the unused portion of a program when the criteria of this policy are met.

All credits must be used by December 31 in the calendar year it was issued. If there is a credit balance at the end of the calendar year, a refund cheque for the balance of the credit will be issued by mail to the on file mailing address.

Transfer

A transfer is permitted when the criteria of this policy are met or at the recommendation of the instructor.

Reprinting of Receipts

Email copies are free of charge. Should you require additional printed copies of your receipts, there will be a charge of \$1.00 per receipt.

Authority

In the good interest of good customer service, the department Manager or designate has the authority, without prejudice, to use discretion in implementing this policy.

User group(s) facility rental refunds are not included in this policy; refer to Recreation Allocation Council Policy No. 117/09

PROGRAM REGISTRATION & REFUND POLICY
Council Policy No. 36/19

City of Fort St. John
Refund, Credit and Transfer Request Form

Date: _____

Name of requestor: _____ **Refund For:** _____
First & Last Name First & Last Name

Daytime Phone: _____

Mailing Address: _____

Name of Program: _____

Reason for Request: _____

If there is an eligible refund, would you like it as:

Transfer to _____

Credit User Account _____

Cheque by mail (allow 2-3 weeks for processing)

If originally paid by credit card, we can refund back to the original card _____

Please note: All refunds/credits will be less a 10% administration fee

For Office Use:

Name of Admin Staff taking Request: _____

Receipt Number: _____

Please inform client of the refund policy:

Yes, reviewed & gave client a copy of policy _____ Admin initials

Is the request:

7 days or more prior to course/class/private rental?

Less than 7 days prior to course/class/private rental?

Doctors Note Requested _____ Admin initials

Doctors Note Provided (attached to form)

Admin: For Refunds 7 days or more prior to course/class/private rental:

Original Charge:		Amount approved:	
Original HST:		Less 10% administration fee:	
Original Total:		Total of Refund:	
Signature:		GL #	
Date:			

Dept. Manager: For Refunds Less than 7 days prior to course/class/private rental:

Original Charge:		Amount approved:	
Original HST:		Less 10% administration fee:	
Original Total:		Total of Refund:	
Signature:		GL #	
Date:			

If refund denied, written notification given in 3 business days. _____ Admin initials _____ Date