

The Corporation of the Town of Deep River

**By-law No. 03-2014**

A by-law to amend by-law number 6-88 to adopt a statement of policy with respect to refund fees for recreation programs offered by the Town of Deep River.

**WHEREAS** under the Municipal Act, R.S.O. 2001, Chapter 25, Section 248, the Council of a municipality may pass a comprehensive general by-law that consolidates and includes the provisions of any by-law previously passed by the council;

**AND WHEREAS** on the 4th day of May, 1988, Council passed By-Law No. 6-88 to provide for a policy manual;


**AND WHEREAS** Council now deems it appropriate to amend By-Law No. 6-88 to adopt a statement of policy with respect to refund fees for recreation programs offered by the Town of Deep River;

**THEREFORE** the Council of the Corporation of the Town of Deep River  
**ENACTS AS FOLLOWS:**

1. By-Law No. 6-88 is hereby amended by adding the statement of policy numbered R06-1 and titled "Recreation Department Refund Policy" which is attached to this by-law as Schedule 'A'.
2. This by-law comes into force upon adoption by Council of the Corporation of the Town of Deep River.

READ AND PASSED THIS 15<sup>TH</sup> DAY OF JANUARY, 2014.

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Acting Clerk

<b>Policies and Procedures</b>			
Department	Town of Deep River	Issued	January 15, 2014
Section/By-law	<b>By-law 6-88</b>	Effective:	January 15, 2014
Department	<b>Recreation Department</b>	Policy No.	R06-1
Subject:	<b>REFUND POLICY</b>	Page:	
Approved by:	Municipal Council	Revised:	

**Purpose**

The purpose of this policy is to establish consistent standards and levels of service throughout the registration process for recreation programs. The recreation department is committed to ensuring that all individuals withdrawing or cancelling from a registered programs or special event have a clear understanding of the process and expenses involved as provided for within the Refund Policy.

**Policy**

If you withdraw from a registered program 7 days or more prior to the start of a program	The Corporation of the Town of Deep River will reimburse its patrons a full refund minus a \$10.00 administrative fee
If you withdraw from a registered program 6 days or less prior to the start of a program	The Corporation of the Town of Deep River will reimburse its patrons a full refund minus a \$15.00 administrative fee
If you withdraw from a registered program after the commence start date but before 25% of the completion of the course	The Corporation of the Town of Deep River will issue a pro-rated refund minus a \$15.00 administrative fee
If you withdraw from a registered program Following the completion of 25% of the program 25%	No refund will be issued
If we cancel your program prior to the start date.	The Corporation of the Town of Deep River will reimburse its patrons a full refund
If you withdraw from a program due to medical reasons and present a doctor's note	The Corporation of the Town of Deep River will issue a pro-rated refund

**Effective Date**

The effective date of the withdrawal is the date the withdrawal notice is received by the Town of Deep River Recreation Department, regardless of when the participant stops attending the program.

**Program Changes and Cancellation**

We reserve the right to change advertised details or cancel a program when necessary. This may include rescheduling of classes due to circumstances beyond our control. All classes are subject to cancellation if there are insufficient registration numbers

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<b>Summary</b>
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The adoption of a refund policy, if followed consistently will provide for a proficient and efficient structure for both staff and clientele which contributes to a positive customer experience.