
Date

The following was adopted as Policy by **Resolution No. 16.12.307** at the **Regular Council Meeting** held on **December 20, 2016**.

Purpose

This Policy sets out guidelines for refunds and cancellations related to bookings and use of parks and recreation spaces, the Creekside Theatre and Community Complex, recreation programs and the arena.

Policy

1. GENERAL

- 1.1. For the purpose of this policy "Refund" means returning or crediting funds back to a customer that has made a payment to the District as well as not processing a charge to a user where a permit for use of a space or facility has been entered into the District's processing/booking system.
- 1.2. Refunds will be issued by cheque, credited back to the customer's credit card used for payment or provided as a credit on account.
- 1.3. Full refunds will be issued when a cancellation is made by the District.
- 1.4. The Director of Infrastructure Services or his designate, the Recreation Supervisor or the Theatre Manager may approve refunds or waive cancellation fees in special circumstances.

2. CREEKSIDE THEATRE

- 2.1. Theatre tickets are non-refundable unless an event is cancelled or postponed.
- 2.2. Cancellations for Theatre rentals shall receive a refund less the non-refundable 10% deposit.

3. PARKS AND RECREATION SPACES AND RECREATION PROGRAMS

- 3.1. If a participant withdraws from a program after the end of the second class a refund of the registration fee less the cancellation fee less the pro-rated amount of remaining classes as of the cancellation date, shall be provided.
- 3.2. Cancellation fees shall be waived if credits are used within 12 months of receipt.
- 3.3. Cancellations for camps, special events or one day programs received at least 3 days prior to start of the program shall receive a refund less the cancellation fee.

- 3.4. Cancellations for Beasley Park Community Hall full day or event bookings shall receive a refund less the non-refundable 10% deposit.
- 3.5. Use of the Beasley Park Community Hall requires a refundable damage deposit at the time of booking. The District may keep all or part of the damage deposit in the case of damage to the facility. If damaged exceeds the amount provided in the deposit, the customer named on the application form for the rental shall be responsible for paying any additional amounts owed.

4. ARENA

Cancellation of Arena bookings will be handled as follows:

- 4.1. Regular Season (September 1 to March 3):
 - (a) Hockey Schools and Camps must be cancelled at least 3 days prior to use to receive a full refund.
 - (b) All other ice time must be cancelled at least 14 days prior to use to receive a full refund. Cancellations received less than 14 days prior to use shall receive a full refund only if the ice time can be re-booked.
- 4.2. Spring Summer Season:
 - (a) the 25% deposit required at the time of booking is non-refundable regardless of cancellation
 - (b) if booking is canceled more than 30 days before use, the 75% will be refunded (i.e. not charged).

Original signed by James Baker

Mayor

Original signed by Reyna Seabrook

Corporate Officer