

White Rock Recreation and Culture Refund Procedures

Purpose

The purpose of this procedure document is to provide rationale for charging fees for withdrawing from programs or Memberships and, cancelling Facility Bookings. This procedure also outlines the fees for refunding account credits for White Rock Recreation and Culture services.

Definitions

Account Credits – means an amount of money credited back to the customer’s account. Account credits can be created when the customer does the following: returns a product, withdraws from a program, or cancels a facility booking rental time, etc. Account credits may be subject to proration, withdrawal or cancellation fees and/or restrictions. Account credits may also be created when the City does the following: Cancels a class, cancels a program, cancels a facility rental booking, etc.

Drop-In Programs – means White Rock Recreation and Culture services available on a single use bases. These services are available to anyone of the public that meets the program pre-requisites.

Day – means any calendar day. The calendar day will end at 11:59pm.

Department – means the City of White Rock Recreation and Culture Department.

Deposit – means a sum of money held in trust by the Department that is applied against any additional fees incurred by an individual or user group (i.e. property damage, cancelation fees, additional staff charges, additional rental time charges.). If no additional charges are applied, the rental user group will be refunded the deposit amount. Deposit amounts are variable.

Fee – means the total cost to the customer for the purchase of Department goods or services.

Facility & Equipment Rentals – means the exclusive and contracted use of the City of White Rock’s indoor and/or outdoor space or equipment. These rentals have a set date and duration and are made by an individual or group.

Medical Reason – means a debilitating injury, disease. This does not include colds, flus or fevers. A doctor’s note is required.

Memberships – means admission memberships where the customer pre-purchases multiple visits by means of a punch pass, monthly pass or annual pass.

Refund – means returning an Account Credit to the customer.

Registered Programs – means services available to the public by means of pre-commitment (registration) for a service with defined dates, times, enrollment capacity, ages, etc.

Cancellation/Withdrawal Procedures & Criteria

The Manager of Community Recreation, or Manager of Cultural Development may use their discretion when applying the procedures below.

Registered Programs

1. Fees are credited to the customer's account if the Department cancels the Registered Program. Proration is applied as necessary (e.g. some of the program's classes have been completed).
2. Fees are credited to the customer's account if staff or instructors believe the program is not suitable for the customer (i.e. ability, safety.) Proration is applied as necessary (e.g. some of the program's classes have been completed).
 - a. Staff and Contract instructors must liaise with the Recreation Coordinator to make the decision to determine if customer is not suitable for the program.
3. When a customer request to cancel/withdraw from a program, full fees are credited back to the customer's account as long as the request is made 5 days' before the registered program start date. If the request is made with less than 5 days' notice, fees, less a 20% cancellation fee, will be credited back to the customer's account. Exceptions are Day Camps, Excursions, and Outdoor Recreation Programs. These programs cancellation/withdrawal fees are listed below.
4. When a customer requests to cancel/withdraw from a program before the program is 50% complete, prorated fees are credited back to the customer's account. After the registered program is 50% or more complete, no credits will be given.
5. Full credits are available if the registered program participant has a medical reason. Proration will be applied as necessary (e.g. some of the program's classes have been completed).
6. *Day Camps*: 5 days' notice of cancellation is required. If less than 5 days' notice is given, fees, less a 50% cancellation fee, will be credited back to the customer's account.
7. *Excursions*: 5 days' notice of cancellation is required. Mini Bus trip registrations are non-transferable. If less than 5 days' notice is given, fees, 100% of the fee is charged (no credits available).
8. *Outdoor Recreation Programs (i.e. Hiking, Snowshoeing, Kayaking, and Skiing)*:
Single-Day trip cancellations:
 - Cancellations less than 1 calendar day prior to departure date:
 - 100% of the fee is charged (no credits available).
 - Cancellations less than 8 calendar days prior to departure date:
 - Fees, less a 40% cancellation fee, will be credited back to the customer's account.
 - All other cancellations:
 - 100 % of fees will be credited back to the customer's account.

Multiple-Day trip cancellations:

- Cancellations less than 8 calendar days prior to departure date:
 - 100% of the fee is charged (no credits available) unless the spot can be filled.
 - If the spot is filled:
 - 100 % of any non-refundable third party fees or deposits is charged (no credits available),
 - An administration fee of \$30 will be charged, and the remaining balance of the fees will be credited back to the customer's account.
 - If the spot is not filled:
 - 100% of the fee is charged (no credits available).
- All other cancellations:
 - 100 % of any non-refundable third party fees or deposits is charged (no credits available),
 - An administration fee of \$30 will be charged, and the remaining balance of the fees will be credited back to the customer's account.

Drop-in Services

Account Credits are only available for customers that are not satisfied for the Drop-in service that is provided. For skating drop-in, customers can also be credited by means of a "Free Admission" pass.

Memberships

No Account Credits are issued for memberships after the membership has been sold.

Products

No Account Credits are issued for any products sold (i.e. Waste bags, recycling bins, etc.)

Parking Decals

No Account Credits are issued for parking decals once sold.

Rentals

The Department reserves the right to cancel bookings at any time. For example, cancellations made necessary by mechanical failure, power failures, etc.

Deposit Refunds: Deposits are not refunded if there is damage to facility and or City property. Partial refunds may be given if the damage to the facility of City property is less than the deposit.

Concession Rentals: No Account Credits for the duration of contract.

All Room Rental booking:

- Cancellations less than 14 calendar days prior to first day of room booking:
 - 100% of the fee is charged (no credits available).
 - The damage deposit is refunded (no Refund Administration Fee applies)
- Cancellations on dates previously amended:
 - 100% of the fee is charged (no credits available).
- All other cancellations:
 - 100 % of fees will be credited back to the customer's account.
 - The damage deposit is refunded (no Refund Administration Fee applies)

Outdoor Spaces (e.g. Bayview, Fields, Courts etc.)

- Cancellations less than 14 calendar days prior to first day of room booking:
 - 100% of the fee is charged (no credits available).
 - The damage deposit is refunded (no Refund Administration Fee applies)
- Cancellations on dates previously amended:
 - 100% of the fee is charged (no credits available).
- All other cancellations:
 - 100 % of fees will be credited back to the customer's account.

- The damage deposit is refunded (no Refund Administration Fee applies)

Dryfloor/Ice Rentals

Once allocation has been completed and the contract has been signed and returned to the department:

Cancellations:

- Cancellations less than 14 calendar days prior to first day of room booking:
 - 100% of the fee is charged (no credits available).
 - The damage deposit is refunded (no Refund Administration Fee applies)
- Cancellations on dates previously amended:
 - 100% of the fee is charged (no credits available).
- All other cancellations:
 - 100 % of fees will be credited back to the customer's account.
 - The damage deposit is refunded (no Refund Administration Fee applies)

Amendments (changes to the original contract – applies to all Rental Contracts except Dryfloor/Ice Rentals):

- Amendments less than 4 calendar days prior to the day of the event:
 - 100% of the fee is charged (no credits available).
- All other Amendments:
 - There will be an amendment fee that applies to any changes made to contract. The amendment fee will be charged to each booking that requires a change.
 - Fees will be adjusted if applicable (e.g. cancelling or adding dates). Any reduction in fees will be credited back to the customer's account.

Amendments (changes to the original contract – Dryfloor/Ice Rentals):

- Amendments less than 14 calendar days prior to the day of the event:
 - 100% of the fee is charged (no credits available).
- All other Amendments:
 - There will be an amendment fee that applies to any changes made to contract. The amendment fee will be charged to each booking that requires a change.
 - Fees will be adjusted if applicable (e.g. cancelling or adding dates). Any reduction in fees will be credited back to the customer's account.

Refund of Account Credits Procedure & Criteria

All Applications

- 1) All refunds requests must be made in person or by phone.
- 2) Generally refunds are done by the same payment method as the original payment. See below for details.

Cash Refunds

Refunds of cash payments are permitted in person if the payment amount is \$25.00 or less and the refund is requested on the same day and location as the original purchase. All other cash payment refund requests will be refunded by cheque. See the Cheque requests section below.

Debit Refunds

If requesting a refund for a payment made on a Debit Card, customers can have the credit returned to their card at the White Rock Recreation and Culture location with the same Debit card that was used for the original purchase. Optionally the refund can be made by cheque. See the Cheque requests section below.

Credit Card Refund

Credit Card refunds can be done in person, or over the phone with the same credit card that was used for the original purchase.

Cheque Refunds

Cheque refunds can be requested in person, or over the phone and will be mailed to the address provided by the applicant. It can take up to 15 business days for the refund cheques to be mailed.