

Recreation Program and Membership Refund Policy for the City of Moose Jaw

CITY OF MOOSE JAW

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| POLICY: Recreation Program and Membership Refunds | EFFECTIVE DATE: December 17, 2019 |
| SECTION: Parks and Recreation Department | APPROVED BY: Director of Parks and Recreation. |

1. Purpose:

The purpose of the policy is to provide specific guidelines regarding the cancellations, refunds and transfer policies of recreation courses, programs and membership with the Parks and Recreation Department.

2. Definitions:

- 2.1 The City – means the City of Moose Jaw, its departments and staff.
- 2.2 External Party – an outside individual, family, company, business, club, organization, etc., with no legal affiliation or belonging to the City.
- 2.3 Refund – cheque refund for the initial purchase of course, program or membership.
- 2.4 Course or Program – City run activities or events with defined start and end date paid in advance at the time of registration.
- 2.5 Drop-In Program – City run
- 2.6 Membership – City access membership or Recreation Passes with clearly defined as 1 Month, 3 Month or Annual terms.
- 2.7 Inclement Weather – Severe weather including lightning, thunder, hail or heavy wind that required to facility to be closed. Rain, cold temperature or cloud cover are not inclement weather.
- 2.8 Emergency Closures – Utility disruptions, mechanical failure or emergency actions that required the facility to be closed.

3. Cancellations, Refunds, Transfers and Extensions:

3.1 Cancellations:

- a) All courses or programs are subject to cancellation if there are insufficient registrations or other circumstances. No withdrawal fees will be charge for cancelled programs.
- b) If the City cancels a course or program, external parties are entitled to a full refund or you may transfer to another program, space permitting. Credit will not be established, and refunds will be issued by cheque within 10 business days.
- c) If a course or program is cancelled due to weather conditions, facility issues etc. every attempt will be made up to provide another session within our control except for drop in classes.
- d) EFT Payments are for a defined period and cannot be cancelled without notification. A minimum of 7 business days is required for EFT payments cancellation with City approval. NSF charges will apply to non-authorized EFT cancellations.

3.2 Refunds:

- a) If circumstances beyond your control impact your ability to participate in a program, please contact the Parks and Recreation immediately.
- b) All refunds are subject to the registration terms on your registration receipt.
- c) Refund requests must be received 7 business days prior to the start of the program or course, after the start date refunds will be prorated.
- d) Refunds for medical with certificate or moving related reasons will be authorized prior to program start date, after the start date refunds will be prorated.
- e) If more than 50% of the course, membership or program has elapsed, no refund will be issued.
- f) Punch passes do not expire and are non-refundable. Punch cards can be transferred with City permission.

- g) A \$10.00 withdrawal fee is subject to all refunds.
- h) If program advertises a non-refundable deposit, no refund will be issued for the deposit.
- i) In the case of a dispute, refund decision will be made by the Recreation Services Manager.
- j) Once approved, refunds will occur by cheque within 10 business days.
- k) No refunds will be issued for amounts less than \$10.00
- l) Refunds will not be issued for single sessions of registered classes not attended.

3.3 Transfers

- a) Transfer to another course or program may be provided if space is available with adjusted necessary fees and prior to 7 business days.
- b) Membership transfers to another family member may occur if the request is submitted in writing.

3.4 Membership Extension

- a) Memberships will be frozen or extended for medical conditions supported by a Doctor's note. The extension will be determined by medical information supplied by the physician.

4. **Inclement Weather:**

4.1 Rainchecks

- a) In the event of inclement weather prior to one hour of entry at the Phyllis Dewar Outdoor Pool, patrons will receive a rain check voucher valid until the end of season for the Phyllis Dewar Outdoor Pool. The cashier will distribute Rain Checks as patrons are exiting past the cashier desk.

4.2 Emergency Closure

- a) In the event of emergency closures prior one hour of entry at the Phyllis Dewar Outdoor Pool, Kinsmen Sportsplex, PlaMor Palace or Yara Centre or during a drop-in class, patrons will receive a voucher for re-entry at a later date.