

Policy No.:	153.22	Council Approval: Resolution No.: Date: June 28 2022
Policy Title:	Activity & Membership Refund Policy	
Department:	Community Services	
Reviewed:		
Revised:		
Supersedes		
Policy/Bylaw:	Program & Lesson Refund Policy 115/15	

1. Policy Statement

1.1 The Town of Blackfalds (the “Town”) recognizes the need to provide its recreational users with viable options to deal with their activity and membership enrollment(s) should their personal circumstances change after enrollment. The intent of this policy is to give as much freedom of movement within activity and membership utilization without over burdening staff administration time.

2. Reason for Policy

2.1 The purpose of this policy is to have a fair framework for members so they may make informed purchasing decisions and are aware of their options should the need arise to alter their original activity or membership commitment.

2.2 To assist staff with providing consistent service delivery in those instances where they are educating the public as to their potential options for activity or membership alteration.

3. Related Information

3.1 NA

4. Definitions

4.1 **“Administrative Fee”** means a set fee or designated percentage of the fee withheld for withdrawals or cancellations,

4.2 **“Activity”** means something that you do as it relates to a program or lesson,

4.3 **“Camp Curious”** means one (1) week long summer day camp activity,

4.4 **“Credit on Account”** means a repayment of a sum of money owed which remains on the users file to be used by them at a later date but no more than one (1) year from origin,

4.5 **“Fees”** means payment made in exchange for services,

4.6 **“Freeze”** means to suspend a membership so it does not advance in time thus moving towards its natural expiry date,

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- 4.7 “**Medical**” means relating to conditions requiring medical treatment,
- 4.8 “**Membership**” means being a member of a specific group based on age and term of that membership,
- 4.9 “**Move**” means to move to a new place of residency more than 50km from the Town of Blackfalds,
- 4.10 “**Notification Time**” means the act of notifying Town of Blackfalds staff the desire to cancel, withdrawal or transfer as it relates to an activity or membership,
- 4.11 “**Pro-rated**” means divided proportionately as to reflect an amount of time that is less than the full amount included in an initial arrangement,
- 4.12 “**Refund**” means a repayment of a sum of money,
- 4.13 “**Registrant**” means the person who has signed up and paid a fee for a particular activity
- 4.14 “**Transfer**” means an act of moving an activity to a different activity,
- 4.15 “**Withdrawal**” means the action of withdrawing from an activity, lesson or membership,

5. Responsibilities

- 5.1 Municipal Council to:
- 5.1.1 Approve by resolution this policy and any amendments.
 - 5.1.2 Consider the allocation of resources for successful implementation of this policy in the annual budget process.
- 5.2 Chief Administrative Officer to:
- 5.2.1 Implement this policy and approve procedures.
 - 5.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.
- 5.3 Director of the Department to:
- 5.3.1 Ensure implementation of this policy and procedure.
 - 5.3.2 Ensure that this policy and procedure is reviewed every three years.
 - 5.3.3 Make recommendations to the Chief Administrative Officer of necessary policy or procedure amendments.
- 5.4 Manager to:
- 5.4.1 Understand, and adhere to this policy and procedure.

5.4.2 Ensure employees are aware of this policy and procedure.

5.5 All Employees to:

5.5.1 Understand and adhere to this policy and procedure.

6. Exclusions

6.1 NA

7. Special Situations

7.1 NA

8. Appendix

9. End of Policy

PROCEDURE	Policy No.: 153.22 Policy Title: Activity & Membership Refund Policy Department: Community Services Department	
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1. Preamble

1.1 The Town of Blackfalds (the ‘Town’) recognizes the need for a guiding document for Community Services Department staff to adhere to when managing activities and memberships relative to the Community Services programming and recreation centre memberships.

This new policy incorporates the changes to the level of services, types of programs, lessons and memberships that are now available and prioritizes flexibility to our users.

This policy is in effect for fee based activities only. No charge activities fall outside the scope of this policy.

2. General

2.1 Activity Withdrawal

2.1.1 Activities under \$100

Registrants may withdrawal provided there is no less than three (3) days notification time prior to the start of the activity. An administrative fee of \$10 will be levied. No withdrawals will be accepted inside of the three (3) day time period.

2.1.2 Activities over \$100

Registrants may withdrawal provided there is no less than three (3) days notification time prior to the start of the activity. An administrative fee of 10% will be levied. No withdrawals will be accepted inside of the three (3) day time period.

2.1.3 Medical

Registrants may withdrawal for medical reasons with no penalty prior to the program start date. If the withdrawal is after the program start date, due to medical reasons, a prorated refund will be permitted provided there are still more than 3 classes left in the session. Processing of the refund will only take place once the medical note has been received and per the indicated date on the note.

2.2 Activity Transfers

Registrants may transfer into another activity provided there is no less than three (3) days notification time prior to the start of the activity and that there is adequate space available in the desired activity. No administrative fee will be levied. No transfers will be accepted inside of the three (3) day time period.

2.3 Membership Freeze

2.3.1 *Monthly*

Members may freeze their membership for medical reasons with no penalty provided there is still one (1) week minimum remaining on the membership. No refunds, prorated or otherwise may be permitted.

2.3.2 *Annual*

Members may have unlimited freezes placed on their membership for the reason of their choice provided there is still one (1) week minimum remaining on the membership,

2.4 Membership Withdrawal

2.4.1. *Monthly*

Monthly memberships are not eligible for withdrawal or transfer

2.4.2 *Annual*

A) Medical

Members may withdrawal from their membership for medical reasons with no penalty. Remaining fees will be prorated provided there is still 3 weeks minimum left on their membership. Processing of the refund will only take place once the medical note has been received and per the indicated date on the note.

B) Relocation

Members may withdrawal from their membership if they have moved more than 50 km away from Blackfalds. Remaining fees will be prorated provided there is still 3 weeks minimum left on their membership. Processing of the refund will only take place once the proof of new residency has been received.

2.3 Credit on Account

Refunds may be requested by the user and left as a credit on account, for up to one (1) year, for future use. Refunds, when able, will be issued back to the original credit card or issued via cheque which will take up to three (3) weeks to process.

If credits on account remain after one (1) year they will be automatically paid out if over \$25. If the credit on account is under \$25 the credit will be forfeited.

3. End of Procedure

Approval

Chief Administrative Officer

Date