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| **Corporate Policies and Procedures** |
| **DEPARTMENT:** Town Of Deep River | **POLICY Number:**R06-1 |
| **POLICY NAME:** Refund Policy |
| **DATE:**January 15, 2014 **REPORT:**  | **REVISION DATE:****Not Applicable** | **APPLICABLE TO:****Members of Council****APPROVED BY:****Council** | **PAGE NUMBERS:**1 of 2 |

**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**

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| 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 $154.00 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  | 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 Cancellations**

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.

**Summary**

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.