

CORPORATE POLICY



Policy Title: **Program Refund and Withdrawal Policy**
Policy Category: **Municipal Services**
Policy No.: M-005
Department: Community Services
Approval Date: July 15, 2013
Revision Date: April 29, 2024
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Attachments: None
Related Documents/Legislation:
Key Word(s): refund, program transfer, credit

POLICY STATEMENT:

The Community Services Department requires a transparent and consistent policy to manage individual and team registered program withdrawals.

PURPOSE:

The Program Refund and Withdrawal Policy provides consistent direction for issuing recreation and leisure registration refunds, credits, and/or transfers.

DEFINITIONS:

Administrative Fee: a fee deducted from a refunded payment, or added to a customer payment, for administrative purposes, applied as a percentage of the after-tax value of the initial payment, after prorating (e.g. 10%).

Camp: any program, targeted at youth and children, taking place on consecutive days over one or more weeks.

Credit on Account: the value of the amount owing to a customer, after they have withdrawn from a program, which can be applied towards future transactions on the same Community Services customer account.

Mandatory Policy, *Municipal Act* : No
Policy Administration Team, Review Date February 21, 2024
Corporate Management Team, Review Date March 27, 2024

Customer Account: an ongoing record of financial transactions made by a specific customer and/or family, as well as basic personal information (e.g. name, date of birth) and contact details (e.g. mailing address, phone number, email address).

Free Agents: individual players in league programs who are not affiliated with a specific team upon registration, but that are assigned to teams.

Inactive account: an account that has not been used in 24 months/2 years.

League Program: a registered program in which amateur sports teams compete in games over the course of a program session.

Program Registration: the process of reserving and paying for a space in a recreation or leisure program or league offered by the City of Waterloo.

Program Session: the timeframe in which specific sets of programs are offered, often: fall, winter, spring, or summer.

Program Transfer: a withdrawal from one program and a registration to an alternate program within the same program session.

Prorating: a reduction in the value of a refund or a credit on an account equal to the proportion of the program length that has elapsed.

Refund: the repayment of purchases to a customer.

Registered Drop-in Program: a recreation or leisure program to which customers pay a fee to gain one-time access.

Registered Program: an instructor-led recreation or leisure program that requires advance registration, has limited enrolment, and a defined start and end date. This category does not include camp, single day, registered drop-in or league programs.

Single Day Program: a registered program which has only one class.

Withdrawal: the removal of a customer from participation in an activity, with refunding of payment where applicable, either when initiated by the customer or according to City policies.

SCOPE:

The Program Refund and Withdrawal Policy applies to all Community Services recreation or leisure registered programs, registered drop-in programs, league programs, camps, and single day programs.

POLICY COMMUNICATION:

This policy will be communicated by:

- Posting on the City of Waterloo website
- Posting on the City of Waterloo intranet accessible by staff
- Community Services Program and Activities Guides

POLICY:**1.0 General Withdrawal Conditions****1.1 Program Withdrawals**

- 1.1.1 Customers may withdraw from programs at any point before or during the program for any purpose. Customers may be required to provide their reason for withdrawal in order to be eligible for refunds or credits on account.
- 1.1.2 Withdrawals may be made in person, by telephone, by email, or by other avenues provided by the City for this purpose.

1.2 Administrative Fees

- 1.2.1 All fees refunded in the first 24 hours after registration will not be subject to an administrative fee.
- 1.2.2 All refunds or credits on account, except where specifically noted in this policy, are subject to a 10% administrative fee.
- 1.2.3 In the case of prorated refunds and credits on account, administrative fees will be deducted from the prorated value, not the full value, of the original payment.

2.0 Refunds**2.1 Refund Policy**

- 2.1.1 Upon the withdrawal of a customer from a program, the City will issue a refund or credit on their account, if the customer is eligible. In any case where a customer is eligible for a refund, they may choose to instead receive a credit on their account.
- 2.1.2 Refunds will only be issued to the customer who made the original payment.

- 2.1.3 Refunds will be provided using the same form as the original payment, where possible.
- 2.1.4 Refund amounts equal to or less than \$25, after application of any administrative fee, will not be refunded by cheque, but in such cases will be applied as credits on the customer’s account.
- 2.1.5 All refunds and credits on account requested after the first program date will be prorated, based on the time of withdrawal.

2.2 Credits on a Customer Account

- 2.2.1 In lieu of a refund, the customer may opt to receive a credit on their account of equal value. Amounts equal or less than \$25 will only be applied as a credit to the customer’s account.
- 2.2.2 Credits on an account can be applied towards any future City of Waterloo facility rental, program registration, drop-in program registration, purchase of a multiple admission pass, or league registration.
- 2.2.3 Credits are applied to the account of the customer who made the original payment and are not transferable to other customer accounts.

2.3 FitPass Credits

- 2.3.1 In lieu of a refund, FitPass users that withdraw from a program will either not have a visit deducted from their FitPass or receive a credit on their FitPass for future use.

2.4 Withdrawal Dates

- 2.4.1 Program withdrawals are eligible for refunds or credits on account if requested:

Registered Weekly Programs	Prior to the third class
Registered Drop-in Programs	No less than 24 hours before the program begins
Camp Programs	14 days or more before the first program date
Single Day Programs	14 days or more before the program date
League Programs – Teams	Prior to communication of the game schedule

League Programs – Free Agents	Prior to the 1 st game
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2.5 Exceptions

- 2.5.1 The City may permit refunds which would otherwise be ineligible in order to accommodate medical reasons or other extreme circumstances. All refunds for medical reasons or other extreme circumstances must be approved by the program supervisor.
- 2.5.2 Any customer who is removed from a registered program by the City in accordance with City policies and procedures governing customer behavior and safety will receive a prorated refund.
- 2.5.3 The City will issue the appropriate refund or credit on an account to customers in any program, for program dates which are cancelled by the City for any reason. Refunds or credits on account provided for cancellations will not be subject to an administrative fee.

3.0 Program Transfers

- 3.1 Program transfers must occur within the same program session.
- 3.2 Program transfers will be accepted, depending on availability of space in the new program, if they are requested before the withdrawal deadline.
- 3.3 If a customer transfers to a program with a higher fee, they will be required to pay the difference in price.
- 3.4 If a customer transfers to a program with a lower fee, they are eligible for a refund equal to the difference in price.
- 3.5 Administrative fees are not applied to program transfers.

4.0 League Programs

4.1 League Withdrawal

- 4.1.1 League programs have two forms of registration – team registrations and free agent registrations. Refund eligibility varies based on the method of registration.

- 4.1.2 If a team or free agent cannot be accommodated within the league season, they will receive a refund. This refund will not be subject to an administrative fee.
- 4.1.3 No refunds or credits will be provided to teams or individuals removed or suspended for misconduct in accordance with their league rules.
- 4.1.4 The City may reschedule and/or relocate league games that have been cancelled due to unsuitable playing conditions. Refunds will not be offered for rescheduled and/or relocated league games.
- 4.1.5 If the City is not able to reschedule or relocate the game, customers will receive an appropriate refund, which will not be subject to an administrative fee.
- 4.1.6 Cancellation of league games taking place on outdoor fields is governed by the Field Delay and Cancellation Policy.
- 4.1.7 Refunds and credits issued for league programs operate under the rules in section 2.0, except as stated below for team withdrawals.

4.2 Team Withdrawals

- 4.2.1 All team refund requests require the approval of the program supervisor and will be subject to an administrative fee of 5%.
- 4.2.2 Team withdrawals are not eligible for credits on a customer account.
- 4.2.3 The City will not issue refunds directly to individual team members, only to the customer who made the original payment.

5.0 League Late Entry Requests

5.1 Late entries are permitted based on availability.

- 5.1.1 Late entry fees for individuals and teams will be prorated and will include a late entry administrative fee. The administrative fee for team registrations is 5% and the fee for free agent registrations is 10%.

6.0 Unused Credits on a Customer Account

- 6.1 Credits remaining on a customer account will not be removed from an account as long as the account is active.
- 6.2 Accounts which have not registered a transaction in two years will be deemed inactive.

6.3 If an account is deemed inactive and the cumulative value of the credits is less than \$50, funds will be transferred directly to the Corporate Miscellaneous Revenue account. If the value is \$50 or more, a refund will be issued to the customer registered to the account, subject to a 10% administrative fee.

6.4 At any point, provided the cumulative value of the credits on an active account is \$25 or more, the customer registered to the account may request a refund, subject to a 10% administrative fee.

COMPLIANCE:

In cases of policy violation, the City may investigate and determine appropriate corrective action.

APPEALS:

In the event of a customer appealing an action taken under this policy, the decision of the Customer Service supervisor or their designate will be considered final.