



CORPORATE POLICY

SECTION: Finance & Accounting	EFFECTIVE DATE: April 24, 2023
SUBJECT: Fees Refund	POLICY NUMBER: Budget&Financial-31

1. POLICY:

All repayment of fees shall be properly authorized and supported by appropriate documentation. The Policy and Procedure provides guidance to employees on the accountabilities and processes relating to the repayment of fees.

2. OBJECTIVE:

The Corporation of the Town of Huntsville must comply with standard business practice and ensure a system is in place to handle the repayment of fees paid for services in the instance that a program has been cancelled or an individual is unable to attend for certain reasons as well as repayment of fees where an item was purchased in error.

3. Fees Refund - General

Refunds may be subject to an administrative charge as per the current Fees and Charges by-law.

Method of refund is generally determined by original payment:

- Original payments by VISA or MasterCard are refunded to the original credit card
- Original payments by debit card are refunded to debit card when requested in person or by cheque if card-holder is not present
- Original payments by cash or cheque are refunded by cheque or by EFT

If original payment was made by cheque, the refund will be processed within two (2) weeks from clearing the Town of Huntsville's bank account.

4. Refund Procedure

Upon receipt of the refund request, the Manager authorized to approve the refund will determine if a refund will be issued.

A payment requisition will be completed and appropriate documentation to support the request will be attached (i.e., the original receipt).

This requisition will be delivered to the Accounts Payable Clerk for processing according to the Town's Accounts Payable Policy (CORP-10).

All refunds are processed in Canadian dollars.

5. Specific Areas

5.1. Planning fees: See Fees & Charges By-law

5.2. Facility Rentals:

If needed, the Town of Huntsville and its management reserve the right and authority to cancel, reorganize, and reschedule any individual and or group's rental time.

In the event a customer cancels their booking, the following cancellation fee will apply:

- More than 90 days' notice of cancellation - 50% of the contracted revenue
- 30-89 days' notice of cancellation - 75% of the contracted revenue
- 0-29 days' notice of cancellation - 100% of the contracted revenue

Specific cancellation policies for established customers may be negotiated with the Customer Services Town of Huntsville representative.

For ice, floor and field rentals - please see the Facility Allocation Policy for cancellation and refund information. In addition to that policy, a cancellation period for minor youth organizations to release booking times with no penalty exists for up to 7 days after the organization's scheduling meeting prior to the start of their season.

The applicable rental fee will be charged unless the cancelled ice, floor or field time has been rented to an alternate client by the Community Service Division.

5.3. Muskoka Heritage Place:

Facility rentals:

If needed, the Town of Huntsville and its management reserve the right and authority to cancel, reorganize, and reschedule any individual and or group's rental time.

In the event a customer cancels their booking, the following refund will apply:

- 30 days or more from the event date
 - Full refund of amount paid, not including deposit.
- 15 to 29 days from the event date
 - 50% refund of total cost, not including deposit.
- 7 to 14 days from the event date
 - 25% refund of total cost, not including deposit.
- 6 days or less from the event date
 - No refund

Admission Tickets:

- Refunded at the discretion of the Manager of Muskoka Heritage Place.

5.4. Leisure Program Registration Refund:

- A full refund can be issued for all courses cancelled by the Town of Huntsville.
- Customer requests for refunds or credits based on their withdrawal from a program must be received three full business days prior to program commencement.
- A \$20.00 administration fee will be charged for all customer cancellations.
- Prorated refunds will be issued for medical reasons.
- One-day clinics, courses or workshops will only receive credit.

5.5. Summer Day Camp:

- Parents/Guardians have until 1 week prior to summer camp starting for the season to make changes to their schedule (withdrawals, week switches, etc.).
- All changes made prior to the deadline will receive a full refund minus a \$20 administration fee.
- All changes after that will receive a refund of 50% of the registration fee per week, if the withdrawal occurs by the Friday prior to the week of camp they are registered for, after this deadline no refund will be available.

5.6. Algonquin Theatre:

Tickets:

Tickets are final sale at time of purchase. Tickets are non-refundable unless there are extenuating circumstances that have been approved by the Theatre Manager. This is printed on the ticket and appears on the website. Refunds will not be issued for missed performances, or due to inclement weather.

If a performance is cancelled for reasons beyond the Town of Huntsville's control, the Algonquin Theatre will issue a full refund or apply a credit to the Patron's account.

Credits on a Patron's account is for a maximum of 5 years.

Ticket Exchanges may only be made for another performance of the same event. Exchanges must be made in person, at the box office, 48 hours prior to the date shown on the original tickets. An exchange fee per ticket may be applied. All exchanges are subject to availability and will not be taken over the phone.

Facility Rentals:

Facility rental refunds - please see section 5.2 Facility Rentals.

5.7. Transit Monthly or Eleven Ride Pass:

The Town of Huntsville does not provide refunds for Town of Huntsville Bus Passes.

5.8. Dog Tags:

The Town of Huntsville does not provide refunds for annual or lifetime dog tags.

5.9. Donations:

Refunds will not be provided for cash or cash equivalent donations accepted by the Town of Huntsville

5.10. Purchase of Goods:

Refunds will be processed at the location where the item was purchased, provided proof of purchase is supplied and the item is in its original condition.

5.11. Services:

Refunds will not be provided for services that have been provided by the Town of Huntsville.