



MUNICIPALITY OF
South Bruce

Recreation Refund Policy

All program cancellation requests must be received in writing, using the Recreation Refund Form. The date that the Recreation Refund form is submitted will be used for determining the refund based on the following:

- Full refunds will be available for customers within the first 14 days after registration, minus a \$25.00 administration fee
- If registration occurs less than 14 days before the start of the program or activity, refunds will not be available
- Cancellations received after 14 days, but more than 14 days before the start date of the program or activity can transfer their registration to an alternative program or activity. If no alternative is available, or if the cancellation is for exceptional reasons, a credit can be applied to the customer's account, minus the \$25.00 administration fee. The credit has no expiry.
- Cancellations occurring less than 14 days before the start date of a program or activity will receive no refund or credit.
- In the case of camps, if the program is waitlisted and the space is resold to another customer, then the customer will receive a credit on their account
- If the written request to withdraw is received within the first 2 weeks of the program a pro-rated refund will be calculated based on the number of completed classes minus a \$25.00 administration fee.
- If a written request to withdraw is received after the second week of program no refund will be issued
- In the case of a medical reason, a refund will be issued based on the pro-rated value of the remaining classes less the applicable administration fee, provided no more than 75% of the session has passed
- For programs and activities cancelled by the Municipality of South Bruce, refunds will be issued
- Portions of the registration fee paid to third party suppliers are non-refundable. Examples include program materials and supplies, such as books, t-shirts, food, admission tickets, travel fees etc.
- If a participant is withdrawn from an activity or program, 50% of the remaining session will be refunded

Please note that there are no refunds for passes or memberships fees.

All Refund Request forms must be submitted to the Recreation Programmer or at the Municipal Administration Office.

REFUND REQUEST FORM

Please complete Sections 1,2,3 completely and submit to the Municipal Office.

Section 1: Personal Information for Refund Cheque

Please ensure that this information is complete and accurate as this is the information that will be used for issuing your refund cheque.

Name: _____
Mailing Address: _____

Phone Number _____
E-Mail Address: _____

Section 2: Participant Information

Please complete for each registrant requesting a refund.

Name Registered: _____
Program: _____
Session: _____
Name Registered: _____
Program: _____
Session: _____
Name Registered: _____
Program: _____
Session: _____

Section 3: Reason for Refund Request

Office Use Only	
Date Received:	_____
Recreation Manager Approval:	_____
GL Code:	_____
Fees Paid:	_____
Administration Fee:	_____
Refund \$ Amount:	_____
Cheque # Issued:	_____

Please note: Refunds will only be issued in accordance with the Recreation Refund Request Policy, which can be viewed on our website.