

COMMUNITY SERVICES REFUND/TRANSFER/CREDIT

1. Purpose

To provide guidelines for refunds, credits, and transfers for registered programs, certificate courses, passes, punch cards, and gift cards.

2. Definitions

In this policy,

“Certificate course” means a course that results in an official certification or credential issued by a recognized governing body or accredited training provider. Examples include, but are not limited to, first aid, lifeguard training, and instructor training.

“Gift card” means a physical prepaid card for any amount redeemable for goods or services in the Community Services department.

“Pass” means a prepaid digital pass that provides unlimited access to eligible drop-in Community Services activities for a specified period of time.

“Punch card” means a prepaid digital pass that provides a set number of admissions that can be used for eligible drop-in Community Services activities and does not expire.

“Recreation facility” means a space or building owned and operated by the City designed to provide opportunities for physical activities, sports, leisure, and social interactions. City recreation facilities include, but are not limited to: Creekside Courts, Harry Morrow Ball Diamonds, Kenn Borek Aquatic Centre, Kin Arena (Ice and/or Sports Floor), Kin Ball Diamonds, Memorial Arena, Paul Loiselle Soccer Fields.

“Registered program” means a program or activity for which participants must register in advance, including but not limited to, swim lessons, recreation programs, sports leagues, and fitness classes.

3. Policy

3.1 Refund/Credit for Registered Program Withdrawal

- a) A full refund for a registered program will be granted if the withdrawal request is received a minimum of seven (7) days prior to the start date of the registered program.
- b) A withdrawal request received less than seven (7) days prior to the start of the program will be subject to a 50% withdrawal fee. The remaining amount of the program fee will be issued as an account credit.

- c) A withdrawal request received after the program has started will be pro-rated and subject to a 50% withdrawal fee on the pro-rated amount. The remaining amount of the program fee will be issued as an account credit.
- d) If a registered program is cancelled by the Community Services Department, participants may choose to receive a full refund or account credit.
- e) If a participant is unable to continue due to exceptional circumstances, requests may be reviewed on a case-by-case basis by a coordinator or manager, and any approved considerations will be provided as account credit only.

3.2 Refund/Credit for Certificate Course Withdrawal

- a) A full refund for a certificate course will be granted if the withdrawal request is received a minimum of seven (7) days prior to the start date of the certificate course.
- b) A withdrawal request received less than seven (7) days prior to the start of the certificate course will be subject to 50% of the course fee. The remaining amount of the program fee will be issued as an account credit.
- c) Once a certificate course has started, no refund will be granted.
- d) If a certificate course is cancelled by the Community Services department, participants may choose to receive a full refund or account credit.
- e) If a participant is unable to attend due to exceptional circumstances, requests may be reviewed on a case-by-case basis by a coordinator or manager, and any approved considerations will be provided as account credit only.

3.3 Refund/Transfer for Pass and Punch Card Cancellation

- a) Upon cancellation, the remaining value of a 3-month or 12-month Pass will be refunded on a prorated basis, based on the date the cancellation request is received, less a \$25.00 withdrawal fee.
- b) Punch cards and 1-month Passes are transferable but are not eligible for a refund.

3.4 Refund for Gift Cards

- a) Gift cards are non-refundable. Lost or stolen gift cards will not be replaced. No exceptions will be made.

3.5 Recreation Facility Rental Cancellation

- a) Cancellations of recreation facility rentals are governed by the [Recreation Facility Allocation Policy](#).

APPROVED BY COUNCIL:

DATE: August 24, 2026