Recreation Programs Refund and Cancellation Policy

Department: Recreation and Facilities

Division: Recreation

Prepared by: Amanda Watson, Recreation Programmer

Management Review: RFM, Sam Tiedemann

Council Approval:

Date of Council Approval:

Revised: This policy repeals and replaces the Refund and Cancellation Policy for Recreation Programs Policy By-law 2024-15, February 26, 2024
Update per Motion M26-183 passed April 14, 2026

Purpose:

To provide guidance to both staff and public and a consistent handling of when and how refunds and/or cancellations are handled for Municipal Recreation Programs.

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 issues 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, due to a behaviour that does not meet the expectations outlined in the Child and Youth Support Framework or program expectations, no refund will be issued.

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, and 3 completely and submit to the Municipal Office.
Please only submit one request per invoice.

Section 1: Personal Information

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

Name: _____
Mailing Address: _____
PO Box: _____
Phone Number: _____
E-Mail Address: _____
Univerus Client Number: _____
Invoice Number: _____

Section 2: Participant Information

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

Section 3: Reason for Refund Request

_____
_____
_____
_____

Office Use Only	
Date Form Received:	Program Start Date:
☐ Refund ☐ Credit ☐ Not Applicable If not applicable, please state reason:	
Program Fees Paid:	Administration Fee:
Refund/Credit Amount:	
GL Code: 01-0000-0000-14430	
Recreation and Facilities Manager Approval:	
Cheque # Issued:	
Refund via Credit Card: ☐ Trace Number:	

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

MUNICIPALITY OF South Bruce

Updated April 2026