



Town of Blackfalds Recreation, Culture and Parks Policy

POLICY NUMBER:

DEPARTMENT: CSD

POLICY NAME: Program Refund Policy

DATE OF APPROVAL BY COUNCIL:

RESOLUTION NO.

LAST REVIEW DATE: June 2008

NEXT REVIEW DATE:

SPECIAL NOTES:

Purpose:

To define the policy for Community Services Department program refunds

Policy Statement:

Withdrawals that are made more than 5 business days from program start date are subject to a 25% withdrawal fee. This withdrawal fee will apply to each program withdrawal.

Participants will be given the option to leave a credit on their account, for up to 1 year, for future use or they may request a refund. All refunds will take 10-14 business days to process. No refunds will be issued if withdrawal is within 5 business days of program start date. All refunds will be issued by cheque.

Withdrawals for medical reasons are permitted with no penalty prior to program start. If you withdraw after the program start date due to medical reasons a prorated refund will be permitted. Refunds or credits will only be issued once a doctor's note has been received by the Blackfalds Community Services Department. This note must be received within two weeks of notification of withdrawal in all cases.