



**THE RURAL MUNICIPALITY OF LAC DU BONNET
POLICY & PROCEDURES**

Policy Name: Recreation Program Cancellations Policy	Policy Number: REC-2023-01
Policy Manual Section: Recreation Department	Number of Pages: 3
Resolution Number: 2024 0045	Resolution Date: January 23, 2024
Status: Approved	Date Adopted: January 23, 2024 Date Removed:
Review Date: As Required	Revision Date: As Required

1) PURPOSE

The purpose of this policy is to establish formal and accountable procedures to manage refunds and cancellations to the community regarding all recreation programming and events, managed by the Rural Municipality of Lac du Bonnet.

2) POLICY

The Rural Municipality of Lac du Bonnet wishes to adopt a policy to define appropriate measures in the event of program cancellation or participant refund. This policy outlines specific timelines that qualify for refund, the allocated amounts and the roles for the participant and the R.M. of Lac du Bonnet.

3) SCOPE

The Recreation Program Cancellations Policy will apply to all participants who register for R.M. of Lac du Bonnet's programs and events; regardless of the participants residency.

4) PROGRAM REGISTRATION & PAYMENT POLICY

- a) Participants will be required to register and pay for their program prior to the payment deadline.
- b) Registration can be completed online at www.lacdubonnet.perfectmind.com or at the R.M. of Lac du Bonnet Municipal office during regular business hours.
- c) Payment options accepted by R.M. of Lac du Bonnet Recreation are in accordance with the R.M. of Lac du Bonnet Methods of Payments Policy and include cash, debit, credit card, cheque or e-transfer payment options.

- d) Payments not received by the payment deadline will result in removal from the program and the open spot will be given to anyone on the waitlist.

5) GENERAL CANCELLATION POLICY

All classes are subject to cancellation if there is insufficient registration. R.M. of Lac du Bonnet Recreation will provide notice to all registrants once a decision to cancel is made. In this event, participants that have paid will receive a full refund.

6) RESCHEDULED PROGRAM/INCLEMENT WEATHER

R.M. of Lac du Bonnet Recreation shall make every reasonable effort to reschedule classes that are cancelled due to unforeseen circumstances such as weather, facility or instructor conflict. In the event that the rescheduled class does not suit the program participant, a refund will be provided for the class(es) missed.

7) GENERAL WITHDRAWAL & REFUND POLICY

- a) R.M. of Lac du Bonnet Recreation offers a satisfaction guarantee policy for all programs.
- b) If a participant is not satisfied, you will be asked to share the reason for your refund request. RM of Lac du Bonnet reserves the right to limit use of this policy by an individual on a case-by-case basis after a thorough review of circumstances and/or history.
- c) Refunds may be requested by providing the Recreation Department with a written request by mail or email.
- d) If the recreation program has not yet started, a participant may withdraw from the program by providing the Recreation department with advanced notice.
- e) Refund cheques will be issued within 30 days of the request.
- f) Refunds will not be issued for amounts less than \$15.
- g) Full refunds will be issued for any class that is canceled by RM of Lac du Bonnet Recreation.

8) ONE TIME EVENT/PROGRAM REFUND POLICY

- a) A full refund will be given to participants who give a minimum 10 days notice of cancellation.
- b) If a participant gives less than 10 days notice of cancellation they may receive a full refund of the total registration cost, minus a \$15.00 administration fee.

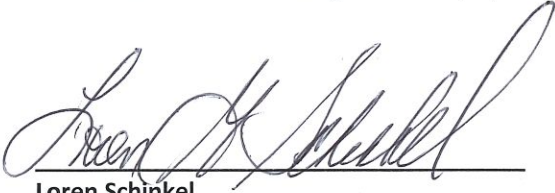
9) ON-GOING CLASSES/PROGRAMS REFUND POLICY

- a) This policy refers to any classes or programs that take place on more than one date. (Examples: After School Programs, and courses with consecutive dates).
- b) This policy does not include courses that have separate "test" dates from in class participation. (Examples: A babysitting course with a separate test date).
- c) A full refund will be given to participants who give a minimum 10 days notice of cancellation, prior to the first class start date.
- d) If a participant gives less than 10 days notice of cancellation they may receive a full refund of the total registration cost, minus a \$15.00 administration fee.

- e) A refund of 50% total registration cost will be issued for any on-going class upon notification by the participant or parent/guardian after completion of the first class and prior to the start of the second class.
- f) Refunds after the start of the second class will be reviewed on a case-by-case basis and may not be granted a refund.

10) INSUFFICIENT FUNDS

Any payments returned by a financial institution for any reason will be subject to a \$25.00 administration NSF fee and shall be charged to the payee as outlined in the R.M. of Lac du Bonnet Fee's for Service By-Law.



Loren Schinkel
Reeve



Sandra Broek
Chief Administrative Officer