



POLICY MANUAL

Policy No. 206

Section:	Finance
Title	Client Accounts and Refunds

REASON FOR POLICY

To ensure North Vancouver Recreation & Culture Commission (NVRC) client/organization accounts are accurately maintained and refunds are handled effectively and efficiently.

POLICY

1. Client Accounts

a. Non-Sufficient Funds (NSF) Cheques

When a client's cheque has been dishonoured upon presentation and returned by the NVRC's bankers, it must be replaced within fourteen (14) days. A charge of twenty-five dollars (\$25) will be imposed upon the client. When necessary, this charge may be waived at the discretion of the Manager, Support Services.

b. Account Maintenance

Facility Bookings – accounts which are considered by the Manager, Support Services to be uncollectible will be written off at year-end.

2. Refunds

Full refunds will be issued if any of the following are cancelled by the NVRC and partial refunds may be issued if the NVRC is unable to complete its commitment to the client in full:

a. Courses (Series) Refunds

- i. Withdrawals made more than seven (7) days prior to the start of a course (series) will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of a course (series) or before the start of the second class will be refunded, less the pro-rated cost of one class. Extra Fees refunded at the discretion of the Supervisor.

- iii. Withdrawals made after the start of the second class in the course (series) will not receive a refund except under extenuating circumstances, e.g. illness, in which case, the refund will be authorized by supervisory staff only.

b. Camps: Weekly Registration Refunds

- i. Withdrawals made more than seven (7) days prior to the start of a week-long camp will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of a week-long camp will be charged 50% of the camp fee and refunded the remainder.
- iii. Withdrawals made prior to the start of the second day of camp will receive a 50% refund.
- iv. Withdrawals made after the start of the second day of camp will not receive a refund.

c. Camps: Single-Day Registration Refunds

- i. Withdrawals made more than seven (7) days prior to the start of a single-day camp will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of a single-day camp will not receive a refund.

d. Specialized Workshops

- i. Withdrawals made more than seven (7) days prior to the start of a specialized workshop will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of a specialized workshop will be charged 50% of the cost of the workshop and refunded the remainder.
- iii. Withdrawals made after the first day of the workshop will not receive a refund.

e. Leadership Programs (Aquatic, Fitness, etc.) and Special Events

- i. Withdrawals made more than seven (7) days prior to the start of a leadership program or special event will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of a leadership program or special event will not receive a refund, nor will there be any refund on extra fees assigned to the leadership program.

f. Single-Day Events

- i. Withdrawals made more than seven (7) days prior to the start of a single-day event will be refunded in full.
- ii. Withdrawals made seven (7) days or less prior to the start of the single-day event will not receive a refund.

g. Licensed Preschool

- i. Clients must give one calendar month's written notice to withdraw without penalty (i.e. notice to withdraw on November 1 must be received by September 30).
- ii. Withdrawals are not permitted for the months of December, March, May and June.
- iii. Clients withdrawing without notice will be charged one additional month's fee.
- iv. The Extra Fee (toy/admin) is non-refundable.
- v. Clients withdrawing from one NVRC preschool and registering in another NVRC preschool will be required to pay an additional Extra Fee.
- vi. Clients changing classes within the same preschool will not be charged the additional Extra Fee.

h. Personal Training Services

- i. There is a twenty-four-hour (24-hour) cancellation policy for personal training appointments.

i. Birthday Parties

- i. Withdrawals made fourteen (14) days in advance of the party will receive a full refund.
- ii. Withdrawals made less than fourteen (14) days in advance of the party will be charged 50% of the cost of the party and refunded the remaining 50%.
- iii. Any changes to the party plans must be made seven (7) days prior to the date of the party.

j. Fitness Membership Refunds

Clients may request and receive a refund at any time. The amount refunded shall be pro-rated and based on the remaining unused portion of the membership

k. Rental Refunds

- i. Short-term allocations: A short-term contract refers to any rental of less than one (1) month in duration and with two (2) or fewer individual bookings per week in that month. The Licensee may cancel the Licence Agreement and obtain a full refund or credit of rental fees by giving the NVRC fourteen (14) days' written notice. Where the NVRC receives less than fourteen (14) days' written notice, the full rental fee shall be forfeited unless the room/facility booking, or portion thereof, can be reallocated.
- ii. Long-term allocations: A long-term contract refers to any rental of more than one (1) month in duration and with three (3) or more

individual bookings in that month. The Licensee may only cancel the entire Licence Agreement and obtain a full refund or credit of rental fees by giving the NVRC a minimum of thirty (30) days' written notice, or as otherwise noted on the rental contract.

- iii. Party and party-like allocations: Party and party-like bookings refer to all functions booked as such under the NVRC Fees and Charges schedule at adult prime time rates. The Licensee may cancel the Licence Agreement and obtain a full refund or credit of the deposit by giving the NVRC a minimum of six (6) months' or greater written notice. Balance of rental fees must be paid three (3) months prior to event date. There shall be no credit or refund for cancellation of a Licence Agreement within three (3) months.

AUTHORITY TO ACT

Authority to act and revise this policy is delegated to the Director of Recreation & Culture.

Original Approval Date:	April 10, 1997 (Client Accounts)	Approved by:	Commission
Original Approval Date:	July 12, 2001 (Refunds)	Approved by:	Commission
Amended:	November 27, 2008	Approved by:	Commission
Amended:	June 13, 2013	Approved by:	Commission
Amended:	May 16, 2019	Approved by:	Director