



POLICY MANUAL

Policy No. 206

Section:	Finance
Title	Client Accounts and Refunds

REASON FOR POLICY

To ensure North Vancouver Recreation and 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, Marketing & Administration.
- b. Account Maintenance
Facility Bookings – accounts which are considered by the Manager, Marketing & Administration to be uncollectible will be written off at year end.
- c. Administration Fee – Fitness Memberships
An administration fee will be charged for scheduled payment plans, the amount to be approved through the annual fees and charges process.

2. Refunds

- a. Program Refunds
 - i. Withdrawal requests made more than five (5) days prior to the start of a program will be refunded in full.
 - ii. Withdrawal requests made five (5) days or less prior to the start of a program or before the start of the second class will be refunded, less the pro-rated cost of one class.

- iii. No refunds or credits will be issued after the second class of a program has started except under extenuating circumstances, e.g. illness, in which case, the refund will be authorized by management staff only.
- iv. Full refunds will be issued if a program is cancelled by the NVRC. Partial refunds may be issued if the NVRC is unable to complete its commitment to the client in full.

b. 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, with a minimum withdrawal fee being charged, as follows:

<u>Membership Term</u>	<u>Minimum Withdrawal Fee</u>
Monthly	Pro-rated on a weekly basis
Quarterly	Pro-rated on a monthly basis with withdrawal fee applied to any refund in the first two (2) months of any three (3) month membership
Annual	Prorated on a monthly basis with withdrawal fee applied to any refund in the first four (4) months of any annual membership

c. 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' 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 made 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