



Township of Severn

POLICY: Recreation Programs

Created By:	Director of Public Works	Approval Date:	08/12/2020
Policy No.:	R-14	Last Revised	

PURPOSE

1.1 The purpose of this policy is to provide the procedures for refunds, transfers, waitlists and cancellations of Recreation Programs.

SCOPE

2.1 This policy shall apply to all Township staff and renters for refunds, transfers, waitlists and cancellations of Recreation Programs

POLICY

- 3.1 The following policies form the policies for refunds, transfers, waitlists and cancellations of Recreation Programs.
- 3.2 Program withdrawal and refund requests must be made by completing the Refund Request Form.
- 3.3 A full refund will be given in the event that:
 - The Township of Severn cancels/changes program details which prohibit someone from attending;
 - A registrant requests a refund for medical reasons (Doctor’s note required). The refund will be pro-rated from the request date and subject to a \$20.00 fee.
- 3.4 Every effort will be made to make up cancelled/postponed classes. Refunds will not be issued.
- 3.5 A participant withdrawn by an instructor due to incompatibility will receive a pro-rated refund.
- 3.6 Transfers from one class/program to another are based on space availability within the same session.
- 3.7 Transfers will be permitted up to and including the third lesson of the program where space permits.
- 3.8 Registrations for new programs from waitlists may be pro-rated.
- 3.9 Participant cancellations advising an Instructor, Reception Staff or not attending classes is not considered notice of program cancellation.

DEFINITIONS

- 4.1 Appointed boards and committees: governance bodies established and appointed by Council by-law to make decisions and/or recommendations in accordance with their prescribed legislative mandate determined by Council or Provincial statute.
- 4.2 Council: Council for the Corporation of the Township of Severn.

- 4.3 Staff: The CAO and all officers, directors, managers, supervisors, and all employees, whether full-time, part-time, contract, seasonal or volunteer employees, as well as agents and consultants acting in furtherance of the Township's interests;
- 4.4 Township: The Corporation of the Township of Severn.