

Community Services Refund Policy

Purpose

The Community Services Refund Policy provides clear and consistent guidelines for issuing refunds, credits, and transfers for facility, sport field, pavilion and ice time bookings and recreation and fitness program registrations.

Through this policy, the Municipality of Middlesex Centre reaffirms its commitment to providing transparent, consistent, and customer-focused services in the management of community bookings, program registrations, and refunds.

Policy Statement

The Community Services Department requires a transparent and consistent policy to manage bookings, program refunds, and withdrawals.

Definitions

Administrative Fee: a fee deducted from a refunded payment or added to a customer payment for administrative purposes.

Booking: the process of reserving and paying for the rental of a facility, sport field, pavilion, or ice rink owned and operated by the Municipality of Middlesex Centre.

Credit: the value of the amount given to a customer after they have withdrawn from a program or booking that can be applied towards future transactions on the same Community Services customer account.

Customer Account: an ongoing record of financial transactions made by a specific customer and/or family, as well as basic personal information (e.g., name, date of birth) and contact details (e.g., mailing address, phone number, email address). Also referred to as “participant account.”

Ice Time: refers to the scheduled period during which an individual or group has access to use an ice rink for various activities.

Program: an instructor-led recreation or fitness program that requires advance registration, has limited enrolment, and a defined start and end date.

Program Registration: the process of reserving and paying for a space in a recreation or fitness program offered by the Municipality of Middlesex Centre.

Program Transfer: a withdrawal from one program and a registration to an alternate program within the same program session.

Prorating: a reduction in the value of a refund or a credit on an account equal to the proportion of the program length that has elapsed.

Refund: the repayment of purchases to a customer.

Sport Field: an outdoor area designed for athletic activities, such as soccer fields and baseball diamonds.

Withdrawal: the removal of a customer from participation in an activity, with refunding or crediting of payment where applicable.

Roles & Responsibilities

This procedure is to be followed by Community Services staff under the supervision of the Director of Community Services.

Policy

1 Booking and Program Registration Accuracy

- 1.1 It is the customer's responsibility to ensure they book the correct space, program, and time. Staff are not responsible for any mistakes made by the customer during the booking or registration process.

2 Facility, Sport Field and Pavilion Bookings

- 2.1 A full refund (100%), less an administrative fee per the Municipality of Middlesex Centre's Fees and Charges By-Law, will be issued for cancellations made with a minimum of 4 months' written notice prior to the scheduled booking date.
- 2.2 A 50% refund, less an administrative fee per the Municipality of Middlesex Centre's Fees and Charges By-Law, will be issued for cancellations made with at least 2 months' written notice.

- 2.3 No refunds will be issued for cancellations made less than 2 months before the booking date.
- 2.4 No refunds will be issued due to inclement weather.
- 2.5 Customers may request to transfer their booking to an alternative date at the same location by submitting a written request at least 2 months prior to the scheduled booking. All transfer requests are subject to availability and staff approval. If approved, the customer will be charged an administrative fee per the Municipality of Middlesex Centre's Fees and Charges By-Law.
- 2.6 The Municipality of Middlesex Centre reserves the right to cancel a booking at any time without cause. In such cases, the customer will receive a full refund.

3 Ice Time Bookings

- 3.1 All sales for ice time are final. No refunds will be issued.
- 3.2 The Municipality of Middlesex Centre reserves the right to cancel a booking at any time without cause. In such cases, the customer will receive a full refund.

4 Recreation & Fitness Program Registration

- 4.1 Participants who make a written cancellation request 14 days or more before the start of the program will either be charged an administration fee per the Municipality of Middlesex Centre's Fees and Charges By-Law or 50% of the registration fee, whichever is less. The remaining amount will be refunded or credited to the participant's account.
- 4.2 Participants who make a cancellation request 13 days or less before the start of the program will not receive a refund. Withdrawing during the program will also result in the loss of the full registration fee, with no refunds issued.
- 4.3 Refunds may be requested before or during the program for medical reasons. These requests must be submitted in writing and include a doctor's note. If approved, a pro-rated refund will be issued based on the number of remaining program sessions at the time of request.
- 4.4 Withdrawals due to compassionate grounds (e.g. bereavement, family emergency, etc.) will be considered on a case-by-case basis following a written request to staff. Supporting documentation may be requested. If approved, a pro-rated refund will be issued based on the number of remaining program sessions at the time of request.

- 4.5 Participants can request a transfer to another program with availability at no additional cost or loss of paid fees. If there is a price difference, the balance will be credited to the participant's account or must be paid by the participant.
- 4.6 If a recreation or fitness program, or any portion thereof, is cancelled by the Municipality of Middlesex Centre, registered participants will receive a refund proportional to the value of the cancelled program or classes.
- 4.7 Credits issued to a participant's account must be used within one year of issuance. Unused credits will automatically expire and be removed from the account without prior notice. It is the participant's sole responsibility to use their credits before expiration.
- 4.8 There are no refunds for drop-in skating and shinny programs.
- 4.9 The Municipality of Middlesex Centre reserves the right to remove any participant from a program for inappropriate or violent behaviour, as outlined in the Municipality's RZone Policy. In such cases, the customer will receive a pro-rated refund based off the amount of remaining program sessions.

Associated Policies

The Community Services Refund Policy aligns with the Arts and Culture Policy by outlining guidelines for refunds, withdrawals, and transfers for arts and culture-based recreational programs offered by the Municipality of Middlesex Centre. It also aligns with the Municipality's RZone Policy, which enforces a zero-tolerance standard for violence, vandalism, and inappropriate behaviour at recreational facilities, community centres, parks, and programs.

Review of Policy

The policy will be reviewed every four years (once per council term).