



Policy Name:	Recreation Program Refund Policy	Effective Date:	March 19, 2018
Policy Number:	PR-PA001	Approval Date:	August 4, 2026
Policy Area:	Parks & Recreation	Council Resolution No.	2026.175
Policy Section:	Program Administration	Replaces Policy:	59.2018
No. of Pages:	2		

POLICY STATEMENT

The Town of Rosthern is committed to providing accessible and high-quality recreation programs and services. This policy establishes consistent guidelines for refunds when participants withdraw from registered recreation programs and ensures fair treatment of all participants while supporting efficient program administration.

PURPOSE

The purpose of this policy is to define eligibility, timelines, and conditions for refunds related to recreation programs offered by the Town of Rosthern.

SCOPE

- 1) This policy applies to all recreation programs, courses, lessons, camps, and activities administered by the Town of Rosthern Recreation Department where a registration fee is required.

DEFINITIONS

- 2) **"Business Day"** – Any day that Town administrative offices are open for regular business, excluding statutory holidays.
- 3) **"Program"** – Any registered recreation activity, lesson, course, camp, workshop, or event offered by the Town of Rosthern Recreation Department.
- 4) **"Refund Request"** – A request submitted by a participant or their legal guardian to cancel registration and receive reimbursement of program fees.
- 5) **"Pro-rated Refund"** – A partial refund calculated based on the number of program sessions not yet received.

RESPONSIBILITIES

- 6) **Recreation Department**
 - Receive and process refund requests in accordance with this policy.
 - Determine eligibility for refunds.
 - Calculate refund amounts where applicable.
 - Maintain records of refund requests and approvals.

7) Participants

- Submit refund requests as soon as possible.
- Provide supporting documentation when required.
- Understand and comply with the timelines outlined in this policy.

PROCEDURES & GUIDELINES

8) Refund Prior to Program Start

A participant who submits a refund request at least ten (10) business days before the start of the program shall receive a one hundred percent (100%) refund of the registration fee. No reason is required.

9) Refund Shortly Before or After Program Start

A participant who submits a refund request within ten (10) business days of the program start date, or after the program has commenced, may receive a fifty percent (50%) refund provided that no more than twenty percent (20%) of the program has been completed.

10) No Refund After Program Completion Threshold

No refund shall be issued after twenty percent (20%) of the program has been completed.

11) Program Cancellation by the Town

A one hundred percent (100%) refund shall be issued when a recreation program is cancelled by the Town of Rosthern.

12) Pro-rated Refunds

A pro-rated refund may be approved under the following circumstances:

- Medical reasons, supported by a medical certificate or other satisfactory documentation; or
- Program class cancellations where missed classes cannot be rescheduled or made up.

13) Method of Refund

Refunds will generally be issued using the original method of payment whenever possible. The Town reserves the right to issue refunds by cheque or account credit where necessary

14) Administrative Authority

The Recreation Department may interpret and administer this policy and may request additional information to support a refund application.

HISTORY

<i>Revision Date</i>	<i>Description</i>
<i>August 4, 2026</i>	<i>Reformatted and updated into current policy template</i>
<i>March 19, 2018</i>	<i>Original Recreation Program Refund Policy approved by Resolution No. 59.2018</i>

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