



## CITY OF LLOYDMINSTER

<b>POLICY TITLE</b> Transfer, Refund, Withdrawal Policy	<b>POLICY NUMBER</b> PR-01-06	<b>PAGE NUMBER</b> 1 of 2
<b>ORIGIN / AUTHORITY</b> Parks and Recreation	<b>ADOPTED BY</b>	<b>EFFECTIVE DATE</b> November 21, 2006
<b>JURISDICTION OF POLICY</b>	<b>PROCEDURE CODE</b>	<b>CITY FILE</b>

### 1.0 PURPOSE

- 1.1 For consistency of all Parks and Recreation Department facilities and programs in handling customer requests for Transfers and Refunds and Withdrawals.

### 2.0 DEFINITIONS

- 2.1 "City" means the City of Lloydminster.
- 2.2 "Facility" shall mean a building owned by the City of Lloydminster.
- 2.3 "Immediate Family Member" will include: husband, wife, common-law spouse, child, father, mother, sister, brother, sister-in-law, brother-in-law, father-in-law, mother-in-law grandparent or grandchild.
- 2.4 "Program" shall mean a program, class, lesson, activity or other.

### 3.0 POLICY

#### 3.1 Transfers

- 3.1.1 In the event that a customer requests a transfer from one program to another program a \$10.00 administrative fee will be applied.
- 3.1.2 Transfers are subject to class minimums and maximums and shall not be processed if it results in the cancellation of the class in which a customer wishes to leave.
- 3.1.3 Transfers shall be processed only if space is available, programs will not be overloaded to accommodate transfers.
- 3.1.4 In the event that a program is cancelled due to insufficient enrollment, transfer fees will be waived if a spot in another class is available.

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3.2 Refunds

3.2.1 In the event that a program is cancelled the customer shall be refunded 100% of the cost of that program.

3.3 Withdrawals

3.3.1 Personal Reasons

3.3.2 If a customer requests a withdrawal prior to 7 days of the start date of a program a \$10.00 administrative fee applied.

3.3.3 If a customer requests a withdrawal within 7 days of start date of a program the customer shall not receive a refund or credit coupon.

3.3.4 Medical Reasons

3.3.5 In the event that a customer will not be able to attend due to medical reasons a refund will be issued only upon a medical certificate being presented and shall be subject to a \$5.00 administrative.

3.3.6 No refunds or credit coupons shall be granted after the start of the program without a medical certificate.

3.4 Compassionate Clause

3.4.1 Death of an immediate family member prior to or during a lesson set may result in special considerations in this policy as referenced in the above.

4.0 RESPONSIBILITY

4.1 The Director of Parks and Recreation is responsible for the enforcement of this policy.

4.2 The Director of Parks and Recreation is responsible for recommending revision to this policy.