

# TOWN OF STONY PLAIN

## POLICIES AND PROCEDURES MANUAL

### Program Refunds

Date Approved: Jan 24, 2000  
Resolution No: 053/01/00/SP

Department: Community Services  
Division: Community Services

#### Purpose

To provide a guideline for staff to use when individuals request a refund for a program and/or swimming pool registration.

#### Prior to Program Commencement

A \$5 administrative fee will be retained for refund requests prior to commencement of a program.

#### Medical

Once a program starts, no refund will be given, except in medical circumstances. The refund request must be accompanied by a doctor's certificate. The refund will be for the portion of classes remaining once the refund request is received by the Community Services Department, less a \$5 administrative fee. If the amount to be refunded is less than \$1, a refund will not be issued.

Whenever possible, swim lessons will be credited towards the next available session in the same calendar year.

#### Cancellations

A full refund will be issued if the Community Services Department must cancel a program due to lack of registration.

