



Municipal Policy Manual

NAME: Swimming Pool Refund Policy

Section: 500 **No:** 511

COUNCIL MOTION NUMBER:

UPDATED: February 2020

1. PURPOSE

- 1.1. To provide Town of Picture Butte staff with clear direction on how to administer requests for refunds for swimming pool lessons, swimming pool rentals, swimming pool passes, and general admissions to family or public swimming times.

2. POLICY

- 2.1. Applicants must complete and submit a refund application form to the Town Office for any refunds requested.
- 2.2. The Town of Picture Butte, at its sole discretion, reserves the right to cancel any swimming pool programming or rental bookings. Reasons for such cancellations may include, but are not limited to, inclement weather, insufficient staffing, unexpected facility shutdown, or lack of participants for swimming pool lesson sessions.
- 2.3. Cancellations initiated by the Town of Picture Butte will be entitled to a full refund or transfer to another lesson session, free of charge, provided there is availability in the preferred class. If the program is of a higher value, additional fees will apply.
- 2.4. Refunds
 - a) No refund for swimming lesson withdrawals will be granted. The only exception to this will be for medical reasons as certified by a medical practitioner's certificate listing the dates of illness or proof of injury. All refund request forms citing medical circumstances must have a medical certificate accompanying the form or some proof of the injury. All refunds will be pro-rated to the number of classes elapsed. However, any medical conditions developed past the half-way point of the lesson session will not be eligible for any refund.
 - b) No refund will be granted for patrons who refuse to participate or fail to appear in any program provided by the Town of Picture Butte.
 - c) Any pool rental cancelled by a booking party is not eligible for a refund unless the Town is able to resell the booking with no loss of revenue.
 - d) Refund requests for family swimming passes will not be granted. Refund requests for Individual swimming passes will only be granted for medical reasons, as certified by a medical practitioner's certificate listing the dates of illness. All refund request forms citing medical circumstances must have a medical certificate accompanying the form and refunds will be pro-rated to the amount of days



Municipal Policy Manual

remaining in the current season. However, any medical conditions developed past the half-way point of the season will not be eligible for any refund. Refunds are not transferrable to another family member who wishes to be added to the family swimming pass. Refunds will not be transferred to another category of swimming pass.

2.5. Refund requests for general admission to public, family or fitness swim times will not be granted.

3. PROCEDURE

- a) Refund request forms must be submitted by swimming pool staff to Administration for processing.
- b) The Director of Corporate Services must approve all refund request forms.
- c) Swimming pool staff will not be authorized to refund or administer any monies paid to the Town of Picture Butte.
- d) An administrative fee, as set out in the Schedule of Fees Bylaw, shall be applied to all refund requests.
- e) Payment shall be issued, after all approvals have been met, by cheque, credit card (if paid by credit card), or credit on the recreation account.