



# Town of Conception Bay South Policy Manual

Title: Day Camp Program Refund & Credit Policy  
Policy Number: 039

Resolution Number: 08-141  
Date Approved: April 22, 2008

## PURPOSE:

To outline the Town of Conception Bay South’s policy on refunds and/or credit notes for cancellation of registration in the Town’s Day Camp Program.

## AUTHORITY:

- Section 414 (2)(vv) of the *Municipalities Act, 1999*
- Town of Conception Bay South Schedule of Rates and Fees

## PROCEDURE:

1. The Town of Conception Bay South reserves the right to change programs and services with regard to date, time, instructor or location if required due to registration, availability of facility or change in policy.
2. Should cancellation of a child’s registration in a program be necessary, a refund request must be received, in writing to the Director of Recreation and Leisure Services, fourteen (14) days prior to the registered start date. After this period, refunds will only be processed for medical reasons. A note from a physician is required.
3. Refunds will not be issued if requested after a program has ended.
4. All cancellations (including medical) are subject to a cancellation fee in the amount as adopted in the annual Schedule of Rates and Fees. The cancellation fee will not apply only if the program is cancelled by the Town of Conception Bay South.
5. A credit note may be available to be used for an alternate week of programming if requested with fourteen (14) days notice.
6. Approved refunds will be mailed to the applicant within 30 days.

## REVISION HISTORY:

Revision:	Resolution #:	Change Made:	Date: