

CITY OF WHITEHORSE
COUNCIL POLICY

POLICY: RECREATION SERVICES

PURPOSE: To provide guidelines and establish consistency in allowing individuals to register, make payments and receive refunds for programs and/or services sponsored by the City of Whitehorse Parks and Recreation Department.

AUTHORITY: Council Resolution **#99-22-08** dated October 25, 1999

RECREATION SERVICES POLICY

Background

The Parks and Recreation Department formerly had a refund policy. The Department has undertaken an automated program registration system, and in order to provide consistency in the provision of recreation services, new guidelines are required. This policy applied to aquatic and recreation programs, merchandise, passes, key and card and equipment deposits.

Definitions

1. "Administration Fee" means the fee charged to offset the costs incurred in processing a refund, including stationary costs, postage and labour.
2. "City" means the municipality of the City of Whitehorse.
3. "Council" means the Council of the City of Whitehorse.
4. "Credit" means that clients may have money credited to their computer account rather than have money refunded.
5. "Equipment" means the items that the Parks and Recreation Department loans out to community groups for special activities.
6. "Recreation Department" means the Parks and Recreation Department of the City of Whitehorse.
7. "Recreation Services" means services provided by the Parks and Recreation Department including but not limited to aquatic and leisure programs, leadership workshops, monthly and seasonal passes.
8. "Registration Deadline" means the date when a decision is made as to whether there is sufficient enrolment to proceed with the program or leadership workshop (10 days prior to the start of the program unless otherwise specified).

9. "Registration Start Date" means the date when registrations for a program will commence.

Conditions of Payment and Registration

10. Program registrations will be accepted by Parks & Recreation on a first-come, first-served basis.
11. Program registrations will commence on the registration start date and no advance or preferential registrations will be entertained.
12. Payment in full must be made at the time of registration or participation in any of the arena, aquatic and leisure services programs unless otherwise specified.
13. In specific instances where certain programs may not run unless a minimum number of participants have registered, payment will be required by a specific date advertised in advance as the registration deadline.

Refunds will be Granted Under the Following Conditions

14. Full refunds will be issued when the Parks and Recreation Department is required to amend or cancel a program.
15. Full or partial refunds will be issued upon request for any reason.
 - (1) All refunds other than those resulting from the cancellation of a program will be subject to an administrative fee of \$10.00.
 - (2) Requests for refunds will not be accepted after the completion of a program, workshop or the expiry date of a pass.
 - (3) For requests received prior to a registration deadline, a full refund will be issued.
 - (4) For requests received after the commencement of the recreation service, the refund will be prorated.
 - (5) Refunds will be processed according to the City's financial procedures and through the following tender types: credit, cash, cheque or credit card, depending upon on how the individual paid for the service.
16. Fees may be credited rather than refunded. Credit will be applied to the family account from which the fee was paid.
17. A refund for purchase of merchandise will be provided only if the merchandise is deemed to be defective by staff.

Conditions for Deposits

18. The Parks and Recreation Department collects deposits for keys and access cards to schools as part of the *Joint Use Agreement* with the Department of Education, Government of Yukon. These deposits will be in accordance with Department of Education requirements and subject to the terms of the *Joint Use Agreement*.
19. Deposits may be collected for equipment loaned to individuals and community groups.
20. Deposits will be returned when the key, card or equipment is returned in good working condition.

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