

**COUNCIL REPORT**

**To:** Mayor and Council  
**From:** Finance  
**Date:** August 8, 2023  
**Subject:** Refund Policy 3.2 Amendment

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**RECOMMENDATION:**

THAT Council amends Council Policy 3.2 Refund Policy as attached to this report.

**BACKGROUND:**

Refund Policy 3.2 has not been reviewed or updated since 2008. The current policy only addresses a few topics including administration charges, dog licenses, and business licenses. When reviewing this policy staff determined there were many other departmental sections that should be included in the policy that deal with user fees/charges. These amendments will enhance the policy and ensure that all relevant departmental sections have been addressed.

**COUNCIL PRIORITIES:**

**Strong Governance and Finances**

- As the municipality's elected governing body, we serve all residents and businesses in the community. We engage residents and stakeholders on important issues and make our decisions through open and transparent processes. We are careful in our use of resources, mindful of the need to maintain programs and services, while also meeting the community's infrastructure needs.

**RESPECTFULLY SUBMITTED:**

Kerri Borne, Chief Financial Officer

**Reviewed By:** Corporate Services

**Approved By:** Chief Administrative Officer