

### **3.2: REFUND POLICY**

Established by Council on May 25, 1999 – Resolution No. 21533  
Amended by Council on February 25, 2008 - Resolution No. 26025  
Amended by Council on XXXXX - Resolution No.

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#### **PURPOSE**

User fees for various services offered by the District of Mackenzie will be refunded on the request for cancellation subject to an administrative fee.

#### **General:**

- Refunds will be issued by cheque or direct deposit.
- Refunds will be issued within fourteen (14) days once received by the Finance Department.

#### **Administration Fee:**

- This fee is 20% of the user fee subject to refund.
- Minimum of \$5.00 and a maximum of \$20.00.

#### **Business License:**

- Business License fees will not be refunded when a business leaves town or closes.

#### **Animal Control:**

- Refunds will be issued only when an owner of a puppy pays the price of an unneutered or unspayed dog and subsequently has the dog spayed or neutered before the dog is eight months old.
- The refund will be \$15.00 and will be paid when proof from the veterinarian is provided.

#### **Municipal Campground:**

- All cancellations are subject to a \$10.00 cancellation fee.
- Cancellations made 14 days or less prior to arrival date will forfeit the cost of 2 nights' stay plus the cancellation fee, or the entire reservation cost, whichever is less.
- No refunds are given to anyone who is evicted from the campground for any reason.
- No refunds are given for vacating your site early.
- No refunds are given for inclement weather.

**Recreation Services:***Programs:*

- A full refund will be issued for programs cancelled by the District of Mackenzie if a request for a refund is submitted at least seven (7) days before the start of the program.
- In the event that a participant falls ill or becomes injured, inhibiting their ability to participate in the balance of the program, a pro-rated refund may be given based up on the date of the refund request. Documentation (i.e., a doctor's note) may be required for some requests.

*Memberships:*

- No refunds are issued on monthly or annual memberships, unless relocation, medical or compassionate reasons are approved by management.
- Proof of medical or compassionate reasons may be required.
- If approved, the refund will be prorated based on the amount of time left on the annual pass, less the administration fee.

*Punch Passes:*

- Punch passes purchased as of March 1, 2021 will be valid for one year from the date of purchase. After that point they will be considered expired; they will no longer be accepted and will not be eligible for refund or credit.
- Unused passes are not transferable or refundable.
- All previous paper tickets and complimentary passes expired on March 31, 2023.

*Little Mac Ski Hill Season Pass:*

- Season passes are not transferable or refundable.

*Gift Cards:*

- There are no refunds, exchanges or credits on the purchase of a gift card (loading of an account credit for future purchases).
- If a purchase is tendered using a gift card and subsequently withdrawn, a credit will be put on the customer's account.
- No cash refunds are permitted.

*Facility Rentals:*

- A credit on account will be issued when the customer provides appropriate cancellation notice or if the rental is cancelled by the District of Mackenzie.
  - 1) Regular rentals:
    - 7 days notice of cancellation is required for regular rentals such as birthday parties, seasonal practice, user group rentals, meetings etc.
  - 2) Special events:
    - 30 days notice of cancellation is required for special events such as swim meets, tournaments, triathlon etc.

*Refund Processing:*

- Refunds applied to customers accounts as account credits are not subject to an administration fee.

- Account credits are valid for 12 months from the date issued.
- Customers can request the payment of their account credit prior to expiry date, less the administration fee.
- No payments will be processed for less than \$25.00

**Exceptional Situations:**

Without notice, the District may alter this refund policy to suit Council directives due to emergency situations/pandemics and direction from Provincial or Federal Authorities.