



Corporate Policy

Cancellation Fees for all Parks and Recreation Rentals, Programs and Services

Department: Community Services

Approved by Council: January 12, 2009
Resolution No. 17

1. Policy Statement

None.

2. Purpose

None.

3. Definitions

None.

4. Scope

This policy applies Town wide.

5. Policy

All cancellations shall be subject to a 10% administration fee. In addition, cancellations are subject to an increasing scale fee based on the proximity of the cancellation to the actual rental, program, or service date. Exceptions are noted below.

If the cancellation is made:

- 14 days or more prior to the rental, program, service or date - 90% refund (10% administration fee)
- Between 13 days and 5 days prior to the rental, program or service date - 40% refund (10% administration fee, 50% cancellation fee)
- Less than 5 days prior to the rental, program, or service, date - non-refundable (10% administration fee, 90% cancellation fee.)

Exceptions for Block Booking Clients

Block booking clients shall be subject to the following:

- 2 days or less prior to the rental date - 100% refund
- Less than 2 days prior to the rental date - 40% refund (10% administration fee, 50% cancellation fee) during the regular season.
- All cancellations during the playoffs would be eligible for a 100% refund.

Other Exceptions

Cancellations due to weather, facility closures, or facility operational problems shall receive 100% refund.