



City of Yorkton

POLICY TITLE S-CAPE Refund Policy		ADOPTED BY Administration	POLICY NO. CD-10.3
ORIGIN/AUTHORITY Director, Community Development, Parks & Recreation	JURISDICTION Community Development, Parks and Recreation	EFFECTIVE DATE February 1, 2016	PAGE # 1 of 1

1. **Purpose**

The purpose of this policy is to ensure a consistent method of refunding payments while minimizing loss of revenue for participant spots in the S-CAPE program.

2. **Policy**

- a. Refund requests must be submitted a minimum of two weeks (14 days) prior to the week being cancelled in order to receive a refund, less the administration fee.
 - i. Refund requests submitted less than two weeks (14 days) prior to the week being cancelled may receive a refund, less the administrative fee, provided the vacated spot can be filled.
- b. Requests are to be submitted to the Summer Programmers at the Gloria Hayden Community Centre, and are to include the original receipt.
- c. Notification of refund status will be provided within three business days.
- d. Refunds for payments made by credit card will be issued to the original credit card used.
- e. Refunds for payments made by cash, cheque or debit card will be issued by cheque.

3. **Responsibility**

The Recreation Services Manager is responsible for the ongoing review and update of this policy.