

To: David Creery, Chief Administrative Officer

From: Brian Connors, Director of Parks and Recreation

Re: Recreation and Culture Program Refund and Withdrawal Policy

AIM

To seek Council's authorization to adopt Council Policy GA032 – Recreation and Culture Program Refund and Withdrawal.

BACKGROUND

Historically, City of Woodstock's Recreation and Culture programs have seen minimal instances of waitlists upon registration. However, there is a notable shift with an increasing number of City-run programs experiencing full capacity alongside waitlists, highlighting a pressing need for policy enhancement.

COMMENTS

In order to assist in managing people on the waitlist as well as providing program progression integrity, a refund and withdrawal policy is recommended. This will provide consistent direction for handling recreation and culture registration refunds, credits and/or transfers. This policy will enable staff to deliver clear, upfront, and consistent communication to patrons registering for direct delivery of recreation and culture programs.

ATTACHMENTS

Program Withdrawal Policy

RECOMMENDATION

That Woodstock City Council approves Council Policy GA032 – Recreation and Culture Program Refund and Withdrawal Policy.

Authored by: Brian Connors, Director of Parks and Recreation

Approved by: David Creery, Chief Administrative Officer