

	<b>City of Woodstock Policy Manual</b>
<b>Subject:</b>	<b>Recreation and Culture Program Refund and Withdrawal Policy</b>
<b>Policy Number:</b>	<b>GA032</b>
<b>Revision:</b>	<b>00</b>
<b>Approved by Council:</b>	<b>May 15, 2025</b>
<b>Amended:</b>	

### **Statement Of Principle**

To provide consistent direction for issuing recreation and culture registration refunds, credits, and/or transfers.

### **Scope**

This policy applies to recreation and culture departments of The City of Woodstock and serves to inform payees of the program withdrawal refund options available and the applicable procedures.

This policy covers all programs, registered drop-in programs, league programs, single day programs, workshops and camps offered by recreation and culture, excluding preregistered drop-ins.

### **Application**

#### **1. Refunds**

- 1.1. Refund requests must be sent to [refundrequest@cityofwoodstock.ca](mailto:refundrequest@cityofwoodstock.ca) and will be forwarded to the coordinating department. The email account is monitored by the recreation department of the City of Woodstock.
- 1.2. The requestee will receive an automatic response outlining the expected process timeline and any next steps required by the requestee.
- 1.3. All participant-initiated refunds are subject to a Withdrawal Refund Fee, plus possible additional charges outlined in this policy. The Withdrawal Refund Fee is applicable for each registrant, per course, as per Municipal Code Chapter 330 – Fees-Charges, which covers administrative costs incurred when processing withdrawal requests.

1.4. Refunds will only be issued to the customer who made the original payment.

1.5. Medical notes may be required for refund requests due to illness or injury and will be processed on a case-by-case basis, and will only be reviewed by the Department Head, or designate.

## 2. Withdrawals

2.1. Customers may withdraw from programs at any point before or during the program for any purpose. Customers may be required to provide their reason for withdrawal to be eligible for refunds or credits on their account.

## 3. Summer Camp/ Leadership / Recreation & Culture Program:

<b>Situation</b>	<b>Details</b>	<b>Transfer Information</b>
Up to 5 business days prior to the start of the program	Notification is received 5 business days or more prior to the program start date	Receive a full refund minus withdrawal refund fee/ credit on account OR transfer into another program/workshop where possible.
Less than 5 business days prior to start of program	Notification is received less than 5 days prior to the program start date	No refund or credit will be provided, subject to the Medical situation listed below.
Medical	Participant has become ill prior to or on the program start date	If a medical note is provided from a medical doctor or nurse practitioner, a refund/credit will be provided.
Program is cancelled	City of Woodstock cancels the program	Receive full refund/credit on account. Transfers will be made wherever possible.

4. Aquatic (excluding Aquatic Leadership levels)

Situation	Details	Transfer Information
Up to 5 business days prior to the start of the program	Notification is received 5 business days or more prior to the program start date	Receive a full refund minus withdrawal refund fee/ credit on account OR transfer into another program/workshop where possible.
Prior to the 3 <sup>rd</sup> lesson.	Notification is received before the 3 <sup>rd</sup> lesson	A prorated credit will be placed on account. No refund will be issued.
After the 3 <sup>rd</sup> lesson	Notification is received after the 3 <sup>rd</sup> lesson	No refund or credit will be provided, subject to the Medical situation listed below.
Medical	Participant has become ill prior to or on the program start date	If a medical note is provided from a professional medical doctor or nurse practitioner, a refund/credit will be provided.
Program is cancelled	City of Woodstock cancels the program	Receive full refund/credit on account. Transfers will be made wherever possible.

5. Appeals

A customer can appeal an action taken under this policy to the Department Head or designate. The Department Head's decision will be considered final.

Revision Date	Rev #	Particulars