

Recreation Services Credits and Refunds Policy

PROGRAM CREDITS AND REFUNDS:

Registered Programs, Private Lessons, Registered Tennis Classes, Reserved Drop-in Activities:

A **full credit or refund** for withdrawals only, less program supply fees if applicable, will be issued if the request is received **72 hours prior to the first session**. No credits or refunds for withdrawals requested after that point will be permitted, unless there is a medical or compassionate reason and must be approved by the programmer, or contractor in the case of contracted programs. Proof of medical or compassionate reason may be required. If not otherwise specified by the participant, credit for withdrawals will be allocated to the participant's RecOnline account.

One and Two Day Programs, Day Camps:

A **full refund** for withdrawals only, less program supply fees if applicable, will be issued if the request is **received five calendar days before the start of the program**. No credits or refunds for withdrawals requested after that point will be permitted, unless there is a medical or compassionate reason and must be approved by the programmer or manager, or contractor in case of contracted programs. Proof of medical or compassionate reason may be required. If approved, the credit or refund will be pro-rated depending on how many classes or days are left in the program. If the program has not yet started, and a waitlist participant can fill the spot, a full credit or refund may be issued. If not otherwise specified by the participant, credit for withdrawals will be allocated to the participant's RecOnline account.

Full year preschool programs are excluded from this policy and follow specified refund policies and procedures.

Credits are valid for 12 months from the date issued.

PASS REFUNDS AND CREDITS

No refunds are issued on annual passes or multi-visit access passes, unless medical or compassionate reasons are approved by the programmer or manager. 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 or, in the case of multi-visit access passes, the number of passes left at purchase value.

No refunds are issued on the continuous pass, unless medical or compassionate reasons are approved by the programmer or manager. Once a client serves notice that they would like to stop their continuous pass, they will be charged for one further month, and have access to Saanich Recreation facilities for that month. If medical or compassionate reasons are approved by the programmer or manager, the one month notice period may be waived.

No pass suspensions or extensions are permitted.

EXPIRY DATES OF MULTI-VISIT ACCESS PASSES

Multi-visit access passes purchased as of August 3, 2021 will be valid for three years from the date of purchase. After that point they will be considered expired; they will no longer be accepted and not eligible for refund or credit.

GIFT CARD REFUNDS:

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

REFUND PROCESSING

Cheque refunds (for cash, debit and cheque transactions) are processed by the Accounting Division and require ten (10) working days to complete once they receive the cheque requisition. Inform the client that refund cheques are sent directly to the original payer from the Accounting Division and ensure that you have confirmed the original payer and that the mailing address is correct. Credit Card Refunds: Refunds must be issued to the same credit card used for the original purchase.

EXCEPTIONAL SITUATIONS

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