



SUBJECT:	Recreation Facility Rentals Permit Cancellation & Refund Policy	Policy No:	61
		Cross Ref:	
Original Date:	January 18, 2024	Prepared By:	Bree Dobler
Revision Date:		Approved By:	Tiana Solares

PURPOSE:

The Saanich Parks, Recreation and Community Services Department strives to maintain a consistent, clear, and user-friendly system of issuing credits and refunds. Most requests shall be handled by the Recreation Booking Clerk with only exceptional requests being forwarded to a Manager or Senior Manager. Staff shall issue system credit unless otherwise requested by a patron. The credit is valid and honored for any Department service, program or pass throughout the Department.

SINGLE USE & SHORT-TERM RENTAL PERMITS:

Definition: Permits that allow for a single use or up to eight individually booked dates within a quarterly period of one calendar year. Each reserved permit date under this category is limited to a duration of four hours or less.

Examples: *Birthday parties, annual general meetings and/or other meetings, pool lane rentals and pool bookings, school swims, etc.*

- To confirm the booking, a **deposit of 25% of a single use permit or 25% of the first permit date** is due.
- Full payment due seven (7) days prior to first permit date.

A **full credit or refund** for rental permit cancellation will be issued if the request is received **72 hours before the start of the first permit date and 72 hours before each permit date thereafter that is affected**. No credits or refunds for rental permits requested after that point will be permitted unless there is a medical or compassionate reason and must be approved by the facility manager. Credit for the rental permit cancellation will be allocated to the renters RecOnline account.

SEASONAL RENTAL PERMITS:

Definition: A permit that encompasses more than eight individually booked dates within a quarterly period of one calendar year.

Examples: *dance, archery, childcare, specialty groups, swim clubs, etc.*

- A **deposit of 25% of the permit** will be paid when the booking is confirmed.
 - In the case of monthly payment plans, **25% of the first month** is due.
- Full payment due 14 days prior to first permit date.



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- Scheduled monthly payment options may be available and will be determined on an exceptional request basis.

A **full credit or refund** for rental permit cancellation will be issued if the request is **received 14 calendar days before the start of the first permit date and 14 days before the start of each permit date thereafter that is affected**. No credits or refunds for rental permits requested after that point will be permitted unless there is a medical or compassionate reason and must be approved by the facility manager. Credit for the rental permit cancellation will be allocated to the renter's RecOnline account.

ONE (1) OR MORE DAY EVENTS & TRADESHOW PERMITS WITH SETUP:

Definition: Any multiple consecutive dates that are greater than four hours

Examples: *Tradeshow, craft fair, banquets, dances, tournaments, etc.*

- To confirm the booking, **25% of the permit** is due.
- Full payment due 60 days prior to first permit date (this will include a refundable 25% damage deposit).

A **full credit or refund** for rental permit cancellation of an event (including tournaments) or a portion of an event booking must be completed no less than 30 days prior to the event to avoid financial penalty. Full permit fee payment is due 60 days prior to the first permit date. This final payment includes event damage deposit.

A **full credit or refund** for rental permit cancellation must be completed no less than:

30 days in advance of 1st permit date for full refund. A **partial credit or refund** for refund or credit for the cancellation of a rental permit must be initiated at least 15-29 days prior to the scheduled permit date. This credit amounts to 50% of the full permit fee for the permit. No refunds, either partial or full, will be issued if a cancellation is request within 14 calendar days of the scheduled event.

A **partial credit or refund** for rental permit cancellation must be completed no less than:

- 15-29 days in advance of the permitted date being canceled, for 50% refund of permit amount for requested date.
- 0-14 days' notice is given no refund will be issued.

Credit for the rental permit cancellation will be allocated to the renter's RecOnline account.

ICE & FIELDHOUSE COURT RENTAL PERMITS:

Definition: Fieldhouse sport bookings and ice rentals



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Examples: *Minor hockey, figure skating, Pearkes Fieldhouse sport bookings, etc.*

- To confirm the booking, a **deposit of 25% of the first month** of reserved dates is due.
- Full payment due 30 days prior to first permit date.
 - Scheduled monthly payment options may be available and will be determined on an exceptional request basis.

A **full credit or refund** for rental permit cancellation of an event (including tournaments) or a portion of an event booking must be completed no less than 30 days prior to the event to avoid financial penalty. Full permit fee payment is due 30 days prior to the first permit date. This final payment includes event damage deposit.

A **full credit or refund** for rental permit cancellation must be completed no less than:

- 30 days in advance of 1st permit date for full refund.

A **partial credit or refund** for refund or credit for the cancellation of a rental permit must be initiated at least 15-29 days prior to the scheduled permit date. This credit amounts to 50% of the full permit fee for the permit. No refunds, either partial or full, will be issued if a cancellation is request within 14 calendar days of the scheduled event

A **partial credit or refund** for rental permit cancellation must be completed no less than:

- 15-29 days in advance of the permitted date being canceled, for 50% refund of permit amount for requested date.
- 0-14 days' notice is given no refund will be issued.

EXCEPTIONS:

1. If the request falls outside the above guidelines, all credits and refunds are at the discretion of the facility manager.
2. This policy does not cover standard week refunds as defined by the High-Performance Aquatic Club Policy #58.

REFUND PROCESSING

Credit for the rental permit cancellation will be allocated to the renter's RecOnline account. Credits are valid for 12 months from the date issued.

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.



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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.

Distribution	
<p>CORE</p> <p><input type="checkbox"/> Director Parks, Recreation & Community Services</p> <p><input type="checkbox"/> Sr. Manager Recreation</p> <p><input type="checkbox"/> Sr. Manager Community Services</p> <p><input type="checkbox"/> Sr. Manager Parks</p> <p><input type="checkbox"/> Manager, SCP</p> <p><input type="checkbox"/> Manager, Cedar Hill Campus</p> <p><input type="checkbox"/> Manager, GHRC</p> <p><input type="checkbox"/> Manager, Pearkes</p> <p><input type="checkbox"/> Recreation Systems Specialist</p> <p><input type="checkbox"/> Revenue Services Manager</p>	<p>SPECIFIC</p> <hr/> <p>APPROVED BY DIRECTOR OF PARKS, RECREATION AND COMMUNITY SERVICES</p>  <hr/> <p>Signature</p> <hr/> <p>March 25, 2024</p> <hr/> <p>Date</p>

Quick Chart For Deposit & Full Payment Due Dates

Booking Type	Deposit Due at time of booking confirmation	Permit Fee Due in Full	Full refund if cancelled with XX notice	Less than required cancellation notice
Single	25%	7 days before booking date	72 hours	No credit or refund
Seasonal	25% Not required for regular renters	14 days before first booking date	14 days	No credit or refund
1+ Day Event/Trade Show	25%	60 days before first booking date 25% Damage Deposit	30 days	15- 29 days 50% refund. 0 – 14 days no credit or refund



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Ice/Fieldhouse	25%	30 days before first booking date	30 days	15 – 29 days 50% refund. 0-14 days no refund