



Municipal Policy Manual

NAME: Community Centre Refund Policy

Section: 500 **No:** 512

COUNCIL MOTION NUMBER:

UPDATED: June 2020

1. PURPOSE

- 1.1. To provide Town of Picture Butte staff with clear direction on how to administer requests for refunds for Community Centre.

2. POLICY

- 2.1. Applicants must complete and submit a refund application form to the Town Office for any refunds requested.
- 2.2. The Town of Picture Butte, at its sole discretion, reserves the right to cancel rental bookings. Reasons for such cancellations may include, but are not limited to, inclement weather, unexpected facility shutdown.
- 2.3. Cancellations initiated by the Town of Picture Butte will be entitled to a full refund or transfer to another available date, free of charge. The rental hours must be the same as the original rental that was cancelled. If more hours are required the renter will need to pay the difference.
- 2.4. Refunds
 - a) If the Community Centre rental is cancelled 10 days before the rental date then 75% of the rental cost will be refunded.
 - b) If the Community Centre rental is cancelled 3 days before the rental date then 50% of the rental cost will be refunded.
 - c) A cancellation of the Community Centre that is less than 3 days before the rental no refund will be given.

3. PROCEDURE

- a) Refund request forms must be submitted to Administration for processing.
- b) The Director of Corporate Services must approve all refund request forms.
- c) Payment shall be issued, after all approvals have been met, by cheque, credit card (if paid by credit card).