

		Lucknow & District Recreation Department Internal Policies	
Subject:	Refund Policy	Date:	September 20 2023
Section:	Internal Policies	Pages:	1 of 1
File:		Supersedes:	January 20 2022

PURPOSE:

To provide a standard for issuing program registration refunds.

POLICY STATEMENT:

The Lucknow and District Recreation Department is committed to providing safe and enjoyable recreational programming to all members of the community.

PROCEDURE:

All refunds must be submitted in writing to the Lucknow & District Recreation Department for consideration and will not be eligible to take effect until all requirements of the refund are received by the Lucknow & District Recreation Department. Refund requests can be emailed to lucrec@hurontel.on.ca with the subject of the email stating “Refund Request”. The refund request must include the program name, the participant’s name, and who the refund will be issued to. Please note that for persons under the age of 18, only a person who is listed as the payee or parent/guardian of the registrant will be eligible to receive the refund.

Upon receipt of an eligible refund request, the Facility Manager/Recreation Coordinator will review the request and update the Applicant on the status of the refund request. Once a refund request is granted, the Registrant will no longer be eligible to continue in the program without re-registering at the current posted registration rate.

REFUND DATE vs. REFUND RATE			
STEP	DATE/TIME REFUND IS RECEIVED	REFUND DEDUCTION	REFUND BASED OFF ORIGINAL REGISTRATION
1	14 Days Before Program Start	25%	75%
2	Before First ¼ of Program	50%	50%
3	After First ¼ of Program	Not Available	0%

Where special circumstances exist, such as events outside the control of the registrant, the Facility Manager/Recreation Coordinator may review the request and refund the registration amount at their discretion.