

**Title: Recreation Refund Policy**

**Resolution: 2025-0037 (Feb 24/25)**

**Revised:**

**Next Review Date:**

**Special Notes/ Cross Reference:**

**POLICY STATEMENT:**

The purpose of this Policy is to establish fair, consistent and transparent process for issuing recreational refunds, transfers or withdrawals within the Westlock Rotary Spirit Centre and the Westlock Aquatic Centre.

**SCOPE:**

This Policy only applies to memberships, multi-passes, programs, bookings and admissions sold by the Town of Westlock for recreational services.

This Policy applies to Administration and Customers.

**RESPONSIBILITIES:**

Council shall review and approve all policies.

Administration shall administer this policy through the use of a supporting procedure.

The Community Services department shall be responsible for creating and amending a supporting procedure.

**1.0 DEFINITIONS**

- 1.1 *Account* - means an ongoing record of financial transactions made by a specific Customer and/or family, as well as basic personal information and contact details.
- 1.2 *Admissions* - means the act of allowing to enter or granted permission by the Town of Westlock into a facility operated by the Town of Westlock.
- 1.3 *Administration* - means the administrative and operational arm of the Municipality, comprised of various departments and business units and including all employees who operate under the leadership and supervision of the CAO.

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- 1.4 *Booking* - means times scheduled in a Facility by a customer for any activity.
- 1.5 *Council* - means the Town of Westlock Council.
- 1.6 *Customer* - any individual or group utilizing the municipality's recreational facilities or programs, including residents and non-residents who access these services.
- 1.7 *Events or Activities* - means a planned public or social occasion.
- 1.8 *Facility* - means a building or property where the Town of Westlock provides Services, Programs, or is operated by the Town of Westlock which Customers have access.
- 1.9 *Freezing/Frozen* - means placing a hold on a Account for a period of time while still retaining it.
- 1.10 *Hold* - means a temporary period where members dues are not charged.
- 1.11 *Medical Documents* - means a written record from a healthcare professional confirming the inability to participate.
- 1.12 *Membership* - means any mechanism by which a customer purchases access to a Town facility for a specific number of occurrences or provides unlimited access for a specified period of time.
- 1.13 *Multi-Pass or Pass* - means individual fees for single or multiple access to a Facility.
- 1.14 *Programs* - means any course offered by the Town for a fee that is supervised by Administration and has an instructional or activity-based component.
- 1.15 *Pro-Rated* - means the reduction of the value of a Refund or a credit on an account equal to the proportion of the program length that has elapsed.
- 1.16 *Refund* - means the repayment of a purchase to a Customer.
- 1.17 *Transfer* - means to move from one event, activity or program to another.

## **2.0 GUIDELINES/PROCEDURES/RESPONSIBILITIES**

### **2.1 Memberships**

#### **2.1.1 Freezing**

- 3-month or 1-year membership can be frozen with medical documentation.  
1-month or 10x passes will not be frozen.
- During Westlock Aquatic Centre annual shutdown, 3-month and 1-year passes may be frozen upon request.

#### 2.1.2 Recreational Refunds

- 1-year pass will be refunded the amount stated below if the customer is moving or for medical reasons (with documentation). Other circumstances may be considered.
  - 12-months to 6-months remaining- a 50% refund will be issued.
  - 6-months to 3-months remaining- a 25% refund will be issued.
  - If there is less than 3-months remaining, no refund will be issued.

#### 2.2 Cancellation Terms and Conditions

- Programs, events and activities may be cancelled by the Town of Westlock based on the following circumstances:
  - Insufficient registration.
  - Unforeseen safety considerations.
  - Facility and/or equipment problems or closures.
  - Instructor or facilitator illness and/or unavailability.
  - Program or service materials not available.
  - Inclement weather conditions.
- If the Town of Westlock cancels a class, a full refund is available by one of the following:
  - Credit.
  - Cheque (to be mailed to patron).
  - Transfer into an alternate class (pending space availability and programmer approval).

**2.3 Registered Recreation Programs**

**2.3.1 Transfers**

- Transferring to another class will be subject to space availability and programmers' approval.
- A fee adjustment may be necessary.


**2.3.2 Non-Medical Withdrawal**

- More than seven (7) days' notice prior to the program start date:
  - Customer's choice of a full account credit. Or a full refund, less a \$15.00 administration fee.
- More than 24 hours' but less than seven (7) days' notice prior to the program start date:
  - Customer's choice of a full account credit. Or a 50% refund, less a \$15.00 administration fee.
- Less than 24 hours' notice prior to program start:
  - No refund or account credit will be issued.

**2.3.3 Medical Withdrawal**

- Prior to class commencement:
  - A full account credit or refund will be issued with medical documentation.
- After class commencement:
  - A pro-rated refund will be issued with medical documentation.

  
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Mayor Jon Kramer

  
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CAO Simone Wiley