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Practices & Procedures

Subject: Registration and Refund Policy

Document owner: Program Committee

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Summary

The following policy has been adopted for registration and cancellation for all initiatives managed by the Trout Lake Vancouver Community Centre Association (referred to as TLCCA, or Association), including but not limited to programs, preschool, birthday parties, room rentals, Summer Daze Camp, and special events/programs. This document includes:

- Financial policies for Association programs, preschool, birthday parties, room rentals, camps and special events/programs
- List of related policies and procedures
- Document revision schedule, approvals and accountabilities

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1.0 Facility Policies — Fees and Charges

Fees and charges for all Association initiatives are determined by the Trout Lake Community Centre administrative staff and the Association and are subject to change at any time. Any reductions in charges, for any reason, may only be approved by the Recreation Supervisor and must align with Association policies.

2.0 Registration Policy — All Association Programs

- 2.1 The present policy applies to all Association programs but excludes preschool (which is covered under 3.0 below).
- 2.2 Registration must be made through the Vancouver Recreation portal website, by telephone to or in person at Trout Lake Community Centre according to the dates and requirements specified in the Trout Lake Community Centre Recreation Guide (also referred to as the 'program guide').
- 2.3 Cheques will be accepted.
- 2.4 Registrations are non-transferrable to another person.
- 2.5 Persons may register for themselves, their family members, and a maximum of one other person.
- 2.6 Persons submitting cheques that are returned for "non-sufficient-funds" (NSF) will be charged an administrative fee.
- 2.7 Special requests for entry into a program must be directed to the Recreation Programmer or the Recreation Supervisor.

3.0 Registration Policy — Preschool Programming

- 3.1 Registration must be made by the parent or legal guardian of the child being registered according to the dates and requirements specified in the program guide.
- 3.2 A non-refundable administrative fee and deposit must be made at the time of registration. The child's birth certificate must be provided.
- 3.3 Persons may register their children only.
- 3.4 Registrations are non-transferrable to another child.
- 3.5 Cheques will be accepted.
- 3.6 Persons submitting cheques that are returned for "non-sufficient-funds" (NSF) will be charged an administrative fee.

3.7 Special requests for entry into the preschool program must be directed to the Recreation Programmer or the Recreation Supervisor.

4.0 Refund Policy — Programs

4.1 Full refunds will be issued for any program cancelled by the Association.

4.2 When requesting to cancel their registration, purchasers can choose to receive a refund or transfer into another program that has space.

4.3 However, as specified under 2.4, registrations are non-transferrable to another person.

4.4 Cancellation requests **cannot** be submitted by email or to the central municipal phone line (311).

4.5 Cancellation requests by the purchaser can **ONLY** be made in person or by telephone to staff at the administration desk (604-257-6955) during operating hours.

4.6 All eligible refunds will be returned using the same method of payment with the exception of cash, which will be reimbursed by cheque and mailed to the purchaser.

4.7 Full refunds, minus the \$5 administration fee, will be issued to a purchaser who gives a full 48 hours' notice of their withdrawal before the first advertised class. For example, if a program starts on September 18th at 10:00 a.m., a request for cancellation must be received by 10:00 a.m. on September 16th. If a cancellation request is received after this 48-hour period, the purchaser will be charged the administration fee and the cost of the first class, and refunded for the pro-rated price of the remainder of the program.

4.8 For refund requests received up to 24 hours after the second class, the purchaser will be charged the administration fee and the cost of the first two classes, and refunded for the pro-rated remainder of the program.

4.9 Any other refund requests made after the 24-hour period following the second class must be submitted to the Program Committee and the Recreation Programmer or Recreation Supervisor and will require adequate documentation (i.e., doctor's note).

4.10 Material fees non-refundable after the first advertised class.

Temporary Pandemic Policy

4.11 Temporarily, during a pandemic and by Board motion, an additional policy is activated such that patrons will receive a full or prorated refund for programming if they:

- are unable to show proof of vaccination (if such public policy is in place); or
- are not comfortable participating in a class due to health reasons related to COVID; or
- have symptoms of common cold, influenza, or COVID-19; and thus are no longer able

to participate in the programming.

These refunds will be provided without question or exception other than retention of a \$5 credit card fee to be withheld for those patrons who paid their registration via credit card, as TLCCA is subject to this cost by its credit card processing service providers.

5.0 Refund Policy — Birthday Parties

- 5.1 Full refunds will be issued for any party cancelled by the Association.
- 5.2 Full refunds, minus an administration fee, will be issued to the purchaser with a full 30 days' notice. Note that 30 days includes weekend days. For example, if a party is planned for September 16th at 12:00 p.m., a request for cancellation must be received by 12:00 p.m. on August 17th.
- 5.3 Refund requests received after the 30-day period will not be issued any refund unless submitted to the Program Committee and the Recreation Programmer or Recreation Supervisor with adequate documentation (i.e., doctor's note).
- 5.4 Refund requests by the purchaser can ONLY be made in person or by telephone to the staff at the administration desk (604-257-6955) during operating hours.
- ~~5.5~~ All eligible refunds will be returned using the same method of payment with the exception of cash, which will be reimbursed by cheque and mailed to the purchaser.

6.0 Refund Policy — Special Programs, Events, Workshops, and Tours

- 6.1 Full refunds will be issued for any special programs and special events cancelled by the Association.
- 6.2 Full refunds, minus the administration fee, will be issued if the purchaser gives a full 8 days' notice. Note that 8 days includes weekend days. For example, if a special program or event is planned for July 10th at 9:00 a.m., a request for cancellation must be received by 9:00 a.m. on July 2nd.
- 6.3 Refund requests received after the 8-day period will not be issued any refund unless submitted to the Program Committee and to the Recreation Programmer or Recreation Supervisor with adequate documentation (i.e. doctor's note).
- 6.4 Refund requests by the purchaser can ONLY be made in person or by telephone to the staff at the administration desk (604-257-6955) during operating hours.
- 6.5 All eligible refunds will be returned using the same method of payment, with the exception of cash which will be reimbursed by cheque and mailed to the purchaser.

7.0 Refund Policy — Camps (i.e., summer, spring break, Summer Daze camps)

Camps are defined as programming that runs on consecutive days, such as Monday to Friday.

- 7.1 Full refunds will be issued for any camp cancelled by the Association.
- 7.2 Full refunds, minus the administration fee, will be issued to the purchaser with a full 30 days' notice. Note that 30 days includes weekend days. For example, if a camp is planned for July 10th at 9:00 a.m. a request for cancellation must be received before 9:00 a.m. on June 10.
- 7.3 Registrations are non-transferrable to another person.
- 7.4 Refund requests received after the 30-day period will not be issued any refund unless submitted to the Program Committee and the Recreation Programmer or Recreation Supervisor with adequate documentation (i.e., doctor's note).
- 7.5 Refund requests by the purchaser can ONLY be made in person or by telephone to the program staff at the administration desk (604-257-6955) during operating hours.
- 7.6 All eligible refunds will be returned using the same method of payment, with the exception of cash, which will be reimbursed by cheque and mailed to the purchaser.

8.0 Refund Policy — Preschool

- 8.1 Full refund of the deposit, minus the administration fee, will be issued to the purchaser with a full month's notice of withdrawal, which must be received before the 1st of the month prior to the child's participation end date. For example, if the purchaser wants to end their child's participation in the preschool by March 1st and not be charged for the month of March, they must submit their withdrawal request on or before January 31st.
- 8.2 Refund requests received on or after the 1st of the month will not be issued any refund for that month and the refund will instead be applied to the next month.
- 8.3 Withdrawals for the months of May and June will not be issued any refund. Therefore the last day of February is the final deadline for a refundable withdrawal for April's program.
- 8.4 Because the Preschool is closed from late June until early September, written withdrawal notifications during that period must be sent to sandy.lim@vancouver.ca. All withdrawals for September 1st must be received on or before July 31st or the purchaser's deposit is forfeited.
- 8.5 Partial months are not refunded. E.g., If the purchaser chooses to end their child's participation in the Preschool on April 15th, they must submit their cancellation request on or before the last day of February, and pay for the full month of April.

- 8.6 After the Preschool acknowledges receipt of a purchaser's written withdrawal notice, the purchaser can make their refund request in person or by telephone to Trout Lake's head cashier.
- 8.7 All eligible refunds will be returned using the same method of payment, with the exception of cash, which will be reimbursed by cheque and mailed to the purchaser.

9.0 Refund Policy — Room Rentals

- 9.1 Full refunds will be issued for any room rental cancelled by the Association.
- 9.2 Full refunds, minus an administration fee, will be issued to the purchaser with a full 30 days' notice. Note that 30 days includes weekend days. For example, if an event is planned for September 16th at 12:00 p.m., a request for cancellation must be received by 12:00 p.m on August 16th.
- 9.3 Cancellation requests received after the 30-day period will not be issued any refund.
- 9.4 Cancellation requests by the purchaser can be made by email to the rental administrator; by telephone, or in person to the staff at the administration desk.
- 9.5 All eligible refunds will be returned using the same method of payment, with the exception of cash which will be reimbursed by cheque and mailed to the purchaser.

Temporary Pandemic Policy

- 9.6 A temporary 'pandemic' exception to 9.2 and 9.3 may be permitted. Refunds for room rentals (minus an administrative fee for those paid by credit card) will be considered on a case-by-case basis upon receipt of a cancellation request that is based on COVID-19 related concerns.

Note: Facility Rental Practices and Procedures are detailed in a separate document.

10.0 Related Policies and Procedures

- Trout Lake Preschool Parent Handbook: Policies and Procedures
- Trout Lake Preschool Parent Agreement Policies and Procedures
- Trout Lake Preschool Closure Policy
- Facility Rental Practices and Procedures

11.0 Roles and Responsibilities

The Program Committee is the owner for this procedure. All requests for revisions must go through the Executive or Policy and Planning Committee. All Association policies should be sent to the Secretary to be included in the Association Policy Manual located at Trout Lake Community Centre. An electronic copy will be kept by the Association Secretary.

12.0 Revision schedule

This policy shall be reviewed every two years or as required by the Program Committee or the Executive. All document revisions will be presented to the Association for approval by motion and amendments will be stored in Table 1.

Table 1: Board policy amendment history

Version	Date approved	Comments
1.0	2018-02-28	
2.0	2021-01-19	Preschool registration section updated (in person requirement removed)
3.0	2021-09-24	Pandemic scenarios added to Section 4. Refund Policy — Programs section
3.0	2021-10-27	Amendments adopted by Board
4.0	2021-12-21	Amendment adding COVID rental refunds adopted by Board motion
5.0	2023 June	Program Committee amended Birthday Party Refun request deadline (from 14 days to 30 prior to program start)
5.0	2023-06-30	Board approved Birthday Party Refund Policy amendments
6.0	2023 fall	Sr Board Admin made minor revisions for clarity and to expand the Preschool section with info from brochure and parental policies, and Program Committee amended the Camps Refund Policy to require that refunds be requested 30 days prior to program start
6.0	2024-01-24	Amendments adopted by Board