



Refunds & NSF Charges

Section	Date Passed	Resolution #	Reviewed	Date Repealed	Resolution #
Finance	August 2, 2016	2016-195			

POLICY

The purpose of this policy is to establish consistent standards and provide a process in which refunds (if approved) may be issued to residents, customers or vendors in order to streamline and reduce costs.

Refunds may include, but are not limited to: Water Charges, Swimming Fees, Services Fees, Cancellations, Registrations, Changes in Registration; Fines issued under applicable By-Laws; Lottery Licenses; Garbage Bag Tags; Recycling Bins; Public Works Fees, etc.

PROCEDURE

Refunds:

1. All refund requests must be made in writing, specifying the reason for the request and the amount.
2. No refunds will be issued, for any reason, if the value of the refund is \$5.00 or less.
3. The Town of Neepawa will:
 - a. Not issue refunds in the form of cash or credit (cheque only).
 - b. Consider the transfer of an applicable refund credit towards a different program or account.
4. On-line Registrations:
 - a. If insufficient registrations are received to host a program, or circumstances beyond the control of the Town result in the cancellation of a program, a full refund including the on-line administration fee shall be refunded to the registrant.
 - b. If a refund is registrant-initiated, refunds will be issued net of the administration fee incurred by the Town by the on-line vendor.
5. All refund requests must be approved by the Director of Finance or designate.
6. All refund cheques will be issued in conjunction with the next possible cheque run, signed and mailed accordingly.

NSF Charges:

1. In instances whereby the Town of Neepawa receives notification from a financial institution that a cheque is being returned for **Non-Sufficient Funds, a charge of \$20.00 will be added** to the payment amount and shall be borne by the payee.
2. If related to a program, the affected registration will be considered void until payment, including the \$20.00 NSF charge is received in full.