



Section	Date Passed	Resolution #	Reviewed	Date Repealed	Resolution #
Finance	June 8, 2018 March 21, 2023	2018-364 2023-57			

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, Programs, Changes in Registration, Fines issued under applicable By-Laws, Lottery Licenses, Public Works Fees, Camping 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. 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 shall be issued to the registrant.
 - b. In-Person/On-line (electronic)/or Other registrations - If registrant-initiated, the Town of Neepawa will assess a non-refundable administration fee of five dollars (\$5.00) to cover any associated expenses incurred on behalf of a registrant.
5. Swimming Pool:
 - a. Lessons - barring unforeseen circumstances, registrant-initiated refunds must be made one (1) week in advance of the start of the scheduled lesson. Refunds will be subject to fees outlined in clause 4.
 - b. Pool Passes – No refunds will be issued.
 - c. Rentals – Refunds may be considered on a case-by-case basis and based on existing circumstances (i.e. weather). Alternate rental options may apply based on availability.

6. Campground:

- a. Refunds will be issued as outlined in Clause 4, or based on criteria outlined in the OP-PK-005 Lion's Riverbend Campground Rules & Regulations, and any subsequent policy in effect.
7. All refund requests must be approved by the Director of Finance or designate.
 8. 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.