



POLICY

POLICY NO:	355	APPROVAL DATE:	March 7, 2022
TITLE:	Recreation and Culture Cancellation and Refund	REVISION DATE:	
SECTION:	Finance	LAST REVIEWED:	March 7, 2022
DEPARTMENT:	Community Services	PAGE	1 OF 3

POLICY STATEMENT

The City of Grande Prairie ("City") recognizes that cancellations and refunds for recreation and cultural related services "Services" may occur in the normal course of operations. This Policy provides the established time frames for when a refund is applicable on a cancellation of Services.

For cancellation and refund information related to Ice User Booking, please refer to [Policy 202](#).

REASON FOR POLICY

To ensure a consistent approach is utilized when determining if it is appropriate to provide a refund or enforce a balance owing by customers who cancel a Facility Booking (excluding ice user booking), Programming, or Membership within a specific time period prior to the commencement of the event.

GENERAL PRINCIPLES

Facility Bookings

- A customer will receive a full refund for facility booking fees paid in advance when the customer provides notice of cancellation five (5) business days (120 hours) or more in advance of the booking date.
- A customer will receive a partial refund, equal to 50% of the facility booking fees, when the customer provides between three (3) to five (5) business days (72 to 120 hours) notice of cancellation. If the deposit paid for the Facility Booking was less than 50% of the facility booking fees, the customer will be responsible to pay the difference between the deposit and 50% of the facility booking fees.
- If cancellation notice is provided with less than three (3) business days notice (72 hours), no refund will be issued. The customer is responsible to pay the entire amount of the facility booking fees.

Programming

- The City retains the right to cancel, combine, or divide classes up to the date of the first session in a program. A full refund will be offered to the program participant.
- A program participant will receive a full refund on cancellation of Programming when the customer provides up to ten (10) Business Days notice prior to the first session in a program.
- A program participant will receive a partial refund, equal to 50% of the programming fees, when the program participant provides between five (5) to ten (10) Business Days notice (120 to 240 hours) notice of cancellation.
- If cancellation notice is provided with less than five (5) Business Days notice (120 hours) prior to commencement of first session of Programming, no refund will be provided.

Memberships

- All prepaid Memberships (six (6) month and annual) and the continuous monthly Membership must be active for a minimum of one (1) month before the Membership can be cancelled.
- After the initial one (1) month period, the customer may cancel the Membership at any time with no penalty and will receive a refund based on the prorated number of days remaining in the Membership period.
- Seven (7) business days notice is required for cancellation of a scheduled payment.

RELATED INFORMATION

Deviations from Policy

Administration has the discretion to deviate from this Policy when situations arise that warrant a cancellation with full refund of prepaid fees.

DEFINITIONS

Business Days: means a normal weekly calendar of Monday to Friday, excluding statutory holidays and weekends. Business Days are used for all cancellations and refunds at City facilities regardless of whether the facility is open seven (7) days a week.

Facility Booking: means space rented by external organizations within City facilities for the purposes of meetings and/or gatherings, indoor and outdoor sport usage, and community gyms. Facility Booking does not include ice arena rentals or entertainment venue rentals at the Downtown Events Centre.

Membership: means any mechanism by which a customer purchases access to a City facility for a specific number of occurrences or provides unlimited access for a specified period of time.

Programming: means any courses offered by the City for a fee that is supervised by City employees and has an instructional or activity-based component.

RESPONSIBILITIES

City Council will review and approve any revisions to this Policy.

City Manager will review and approve any procedures related to this Policy.

City Administration will carry out the policy based on established procedures.