

14.00 PROGRAM REFUNDS

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| Subject: | Community Services Refund Policy | Policy Number: | 14.00 |
| Developed: | March 2024 | | |
| Last Revised: | | | |
| Last Reviewed: | | | |
| Approved: | April 2024 | | |
| References: | | | |
| Previous Policy Number: | | | |
| Approved by: | Chief Executive Officer | | |

This policy outlines the guidelines and process for issuing program refunds within Community Services programs. The policy will also aid in providing guidance to staff around consistent messaging to community members when program refunds are requested.

Scope

This policy applies to anyone registering themselves or their child/children in a Community Services program. It encompasses Community Services programs which involve a registration fee. Registration fees may have been collected via an online registration account or cash.

Process and Guidelines

- A program withdrawal and refund request can be made via email, telephone, or in person across all Langs locations.
- In the event a program is cancelled by Langs, a full refund will be issued.
- Community Services program refunds will follow the guidelines below:

| Refund Request Notice | Refund Allotment |
|---------------------------------------|------------------|
| 1 + business week or more | 75% |
| 2-5 business days | 50% |
| 24 hours or less (excluding weekends) | Non-refundable |

* After School Program registration requires families to register for the duration of the school year (September-June). Therefore, refunds for this program will be prorated from the last attended day of program and subject to a 10% administration fee. Refunds are only provided for permanent participant removal from program.

*For example, if a participant’s final day of program is February 1, the family would be refunded from February 2 until the end of June. This refund would be subject to a 10% administrative fee.

- Before any refunds are issued, the Community Services Secretary will notify the Finance Director.
- When a refund is requested and a family has paid for the program through an online registration account, the Community Services Secretary will issue the refund through the online registration

account, following the refund guidelines above. In some cases, there are not enough funds in the Langs online registration account to cover a refund. In these cases, a cheque requisition will be completed by a member of the Community Services team, submitted for approval, and sent to the Finance Director, following the refund guidelines above. The Finance Director will then issue a cheque to the community member via program staff or mail.

- When a refund is requested and a family has paid for the program in cash, a cheque requisition will be completed by a member of the Community Services team, submitted for approval, and sent to the Finance Director, following the refund guidelines above. The Finance Director will then issue a cheque to the community member via program staff or mail.
- When a refund is requested and a family has received subsidies through a third-party organization, a credit will be applied to their online registration account to be used for future programming opportunities.
- Families can refer to the full refund policy on the Langs website and/or will acknowledge they have reviewed when they register for a program through an online registration account.