

MEMORIAL UNIVERSITY RECREATION COMPLEX INC.  
FINANCIAL AND ADMINISTRATIVE POLICY

## **FA.14 Refunds and Credits**

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### **PURPOSE**

This policy establishes the guidelines for managing customer refunds and credits.

### **SCOPE**

This policy applies to fees paid for programs at The Works.

### **POLICY STATEMENT**

Refund and Credits may be approved, under certain circumstances. To initiate a refund/credit a customer will complete a refund/credit request form. Refunds and Credits will not be issued over the counter.

- I. Refunds/Credits may be approved for medical reasons or at the discretion of appropriate division manager
- II. Requests for refunds & credits will not be processed without the receipt of payment and a medical note (if for medical reasons). Refunds and credits will not be granted for unused time or lessons missed/not taken prior to submitting the refund/credit request form. Memberships are not transferable, nor can they be deferred.
- III. Refunds/Credits will be subject to a \$10 Administration Fee plus the cost of any classes, lessons, days or membership time prior to the refund/credit application submission date.
- IV. Refunds and credits may take 30 days for processing.

### **AUTHORITY**

The Manager of Aquatics and Recreation is responsible to the Director/General Manager for the administration of this policy for all programs that fall under the position's responsibility.

The Manager of Fitness and Student Services is responsible to the Director/General Manager for the administration of this policy for all programs that fall under the position's responsibility.

The Manager of Finance is responsible to the Director/General Manager for ensuring that the policy is adhered to and that refunds and credits are properly processed and recorded.

### **RESPONSIBILITY**

The Finance Clerk is responsible for processing refunds as approved by the Division Manager.

Customer Service staff will advise customers of the process for applying for refunds and credits.

The Information Services Coordinator is responsible for ensuring that the policy is contained in program brochures, on The Works website and on any other documents as deemed appropriate.