

**City of Iqaluit, Department of Recreation**

**Refund Policy**

**Camp, Class/Lesson Registrations**

1. All programs including camps, lessons and classes that require registration must be paid in full prior to the start of the program.
2. Should you be required to withdraw from the program for any reason, refunds or credits will be charged a \$25.00 processing fee, as per the Consolidated Fees and Charges By-law # 831. All non-Aquatic Centre programming related refund or credit requests must be made in writing and emailed to [recreation@city.iqaluit.nu.ca](mailto:recreation@city.iqaluit.nu.ca) or dropped off to the AWG arena reception desk, Monday to Friday during normal business hours. Any Aquatic Centre programming related refund or credit requests must be made in writing, and emailed to [aquaticcentre@city.iqaluit.nu.ca](mailto:aquaticcentre@city.iqaluit.nu.ca) or dropped off to the Aquatic Centre Guest Services desk during regular hours of operation.
3. Refund and credit requests made less than five (5) business days before the start of the program will be penalized 50% of the total class fee in addition to the \$25 refund processing fee. Refunds will be processed through the City of Iqaluit Finance Department. Credits will be issued by the Recreation Department and will be valid for six (6) months after the date of issue.
4. Refunds will not be provided after the start of a program. A credit may be issued provided a valid medical certificate indicating the registrant is unable to attend the program is produced, for programs longer than one week (5 business days) This credit shall be valid for six (6) months after the date of issue, and will be pro-rated based on the date the medical certificate is provided to the Recreation Department. Credits will be issued solely at the discretion of the Recreation Department.
5. We reserve the right to cancel or postpone a program/class. Should the Recreation Department cancel or postpone a program/class, we will make all reasonable efforts to reschedule the cancelled or postponed program/class within six (6) months of its original start date. Registration fees paid by guests for a cancelled or postponed program/class shall be applied to the rescheduled program/class or offered as a refund. Should the Recreation Department postpone the program/class indefinitely, the registrant will be provided with a full refund. There will be no processing fee associated with any program/class cancelled by the Recreation Department. Refunds will be limited to the registration fees already paid. Program/class dates, times and instructors are subject to change without notice, however the Recreation Department will make every reasonable effort to ensure minimal registrant interruption. In the event that the Recreation Department changes the day or date, or the time of a registered program by more than 15 minutes the City will offer a credit or full refund provided the Recreation Department

receives a written request 24 hours in advance of the start of the program. Instructor changes do not warrant a refund or credit. The Recreation Department reserves the right to cancel a program at any time.

6. Registrant's failure to advance through program/class activities (e.g. advance swimming levels) does not warrant a refund or credit.

### **Facility & Equipment Rentals**

1. Rentals must be paid in full on date of booking to confirm your rental. Payment may be made for the Iqaluit Aquatic Centre's Multipurpose Room, at the Guest Services Desk on site at the Aquatic Centre. Payment for all other facility or equipment rentals must be made in advance at the Recreation Reception desk, located at the AWG Arena.
2. Full refunds, less the \$25 processing fee will be offered, provided the guest cancels their rental with at least five (5) business days notice. Refund requests made less than (5) five business days before the rental date will be penalized 50% of the total rental fee in addition to the \$25 refund processing fee.
3. Refund requests will not be granted for missed rentals.
4. Facility & Equipment rentals that the City cancels due to weather shall be rebooked at no cost.

### **Visit Interruption**

1. Refunds for drop-in and daily visits to programs at any Recreation Department facility will not be provided, however should your visit to one of the City's Recreation facilities be interrupted less than 30 minutes after your arrival due to facility closure as a result of weather, power failure or emergency, you will receive a voucher for a future visit to the same facility of equal or lesser value than your admission on the date of the interruption. The voucher cannot be exchanged for cash. IAC Monthly and IAC Annual pass-holders will not receive a voucher for future use unless the Monthly or Annual pass is set to expire in the following 24 hours.

### **IAC Annual Pass Purchasers**

1. Individuals that purchase an Annual Pass have five (5) calendar days from the date of purchase to apply for a refund, subject to a \$25 processing fee. No refunds will be provided to purchasers of the Annual Passes beyond five (5) calendar days from the original purchase date. Individuals wishing to apply for a refund must do so in-person, or start the process in writing and complete the process in-person at the Guest Services Desk. Standard refund processing guidelines (e.g. time/manner) will apply.

### **IAC Monthly Pass Purchasers**

1. Refunds or credits for monthly pass-holders shall be offered only in the event that a pass-holder is able to provide the IAC with a valid medical certificate indicating they are unable to attend any program within the IAC within five (5) calendar days of the date of purchase. Refunds/credits are subject to a \$25 processing fee.

**Processing Time**

1. All refunds/credits are subject to a \$25 processing fee. Exceptions may apply in the event that the City of Iqaluit is responsible for the cancellation.
2. Refunds take approximately 3-4 weeks for processing. Approved refunds will be issued via cheque and mailed to you.