

The Corporation of the Township of North Huron

By-law No. 45-2024

A by-law to adopt a Refund Policy for the Corporation of the Township of North Huron.

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Printing Date: June 18, 2024

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**The Corporation of the Township of North Huron**

**By-law No. 45-2024**

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**Being a by-law to adopt a Refund Policy for the Corporation of the Township of North Huron**

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WHEREAS Section 5(3) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, provides that municipal power shall be exercised by by-law;

AND WHEREAS Section 224 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, states it is the role of Council to develop and evaluate the policies and programs of the municipality;

AND WHEREAS the Council of the Corporation of the Township of North Huron is desirous of adopting a Refund Policy;

NOW THEREFORE the Council of the Corporation of the Township of North Huron ENACTS as follows:

1. That the Refund Policy attached hereto as Schedule "A" is hereby adopted and shall form an integral part of this by-law.
2. That upon coming into force and effect, this by-law shall repeal and supersede all previous by-laws or resolutions and parts of the by-laws or resolutions inconsistent with the provisions of this by-law, including any previously adopted Refund Policies.
3. That this by-law shall come into force and takes effect on the day of the final passing thereof.

Read a first and second time this 17<sup>th</sup> day of June, 2024.

Read a third time and passed this 17<sup>th</sup> day of June, 2024.

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Paul Heffer, Reeve

CORPORATE SEAL

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Carson Lamb, Clerk

# Township of North Huron

## Refund Policy



## 1. Purpose

- 1.1. The purpose of this Policy is to provide fair and transparent guidelines for handling situations where a refund may be applied. This policy defines the process to be followed to ensure refund requests are processed consistently and in a timely manner.

## 2. Qualifications for a Refund

- 2.1. Refunds may be granted in the following circumstances:
  - i. Overpayment or erroneous payment,
  - ii. Cancellation of a program or service by the Township in its entirety,
  - iii. Notice of withdrawal from a program or service with a minimum of 14 days advance notice will receive 100% refund,
  - iv. Notice of withdrawal from a program or service with less than 14 days and a minimum of 7 days advance notice will receive 75% refund,
  - v. Notice of withdrawal from a program or service with less than 7 days advance notice will receive 50% refund.

## 3. Non-Refundable Fees

- 3.1. There are certain fees or charges that are non-refundable which may include, but not be limited to penalties, fines, or interest charges.
  - i. No refunds shall be considered for services that have already been provided,
  - ii. No refunds shall be considered for programs that have already been initiated,
  - iii. No refunds, prorating or holds shall be considered for purchased memberships without a valid doctors note verifying injury or illness preventing the specified use,
  - iv. Any refund amount under \$15.00 will be applied as a credit on account.

## 4. Responsibilities

- 4.1. Any requests for a refund or cancellation should be made in writing to the Township of North Huron. Refund requests will first be received and approved by the Department head responsible for the area of service for which the payment was made. Followed by final approval of the Director of Finance/Treasurer to process the refund.

## 5. Processing the Refund

- 5.1. Township staff are responsible for completing the Refund Request Form on behalf of the registrant. Treasury staff will review the Refund Request Form to ensure it has received the appropriate Department Head approval. Treasury

staff will verify the payment amount, method of payment and corresponding general ledger account where the payment was applied. Once the criteria have been verified and a refund is warranted, the Treasury Department will process the refund through the accounts payable process. The Township of North Huron will do their best to process refunds within 14 business days.

Should a refund request be declined, the Department Head responsible for that function will follow up with the registrant to advise them of the outcome.

## 6. Right to Amend the Policy

- 6.1. The Township reserves the right to amend this policy at any time. Updated policies will be communicated publicly.