

Arborg Bifrost Recreation Governance Committee

Refund & Cancellation Policy



Policy #	REC-01
Replaces	-
Revises	-
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Method of Approval	Motion 23-2026

1. PURPOSE

The purpose of this policy is to ensure internal control over recreation refunds and cancellations are maintained and at the same time allow for expedient and efficient conduct of business.

2. POLICY STATEMENT

The Arborg Bifrost Recreation Governance Committee (“Governance Committee” is responsible for establishing policies to ensure that adequate internal controls are in place to ensure that proper authority is exercised regarding the cancellation of programs, registrations, rentals and refunds. This policy is intended to balance the need to maintain proper authority control with the need to conduct business in an expedient and efficient manner. This policy sets out levels of approval required for refunds and cancellations for recreation programming, activities and rentals.

3. PROCEDURE – Programs / Activities

- a. A minimum number of participants is required to hold classes / activities, which must be achieved by the registration deadline. When registration is below the minimum amount required, we reserve the right to cancel the program.
- b. When a program is cancelled by Arborg Bifrost Recreation, for any reason, participants will receive a full refund via original method, or a credit towards a future class at the registrants’ request.
- c. When the program scheduling is changed by Arborg Bifrost Recreation or its designate, after the start of the program; participants can request a pro-rated refund via original method, less Convenience Charges of 1%, for date(s) remaining. This request for refund must be received in writing within 24 hours of notice of change(s) being given to participants.
- d. Transfers into a group from another group are accepted up to 7 days prior to the start date, pending availability and will not be charged a transfer fee.
- e. Transfers requested by Arborg Bifrost Recreation staff, designate or program instructor will not be charged a transfer fee.
- f. In the event a participant missed a class, or program: make-up classes, refunds, or credits will not be provided.
- g. All other program / activity requests for cancellation or refunds must be received in writing to the Arborg Bifrost Recreation Department and will be subject to the Processing Charge(s) listed in Section 5 per course / registrant cancellation request.

4. PROCEDURE – Facility Rental(s)

- a. Arborg Bifrost Recreation, acting reasonably, reserves the right to change or cancel any of all booked time and the Renter has no claim for losses, damages or compensation of any kind. Time may be reallocated when convenient and agreed upon by both parties. In the event a reallocated time cannot be agreed upon, a full refund will be issued.
- b. In cases where the Renter would like to cancel or change the date/time of their rental or registration they must submit a request for cancellation or change in writing via email.
- c. In the event of inclement WINTER WEATHER (such as significant snow events and poor visibility):
 - i. If the Facility remains open and a renter chooses to not attend their rented facility space due to weather, they will still be charged the full rental amount.
 - ii. Arborg Bifrost Recreation staff reserve the right to close a facility due to weather by no later than **6:00 P.M.** each day. This decision will be made after consulting the Manitoba Highway reports and predicted weather outcomes from the Manitoba Weather Network. In the event the rented facility is closed, the Renter will be notified by e-mail and / or phone and will be given the opportunity to re-schedule their rental at no additional cost or receive a full refund.
- d. In the event of inclement SUMMER WEATHER (such as sudden thunderstorms) when renting an outdoor facility, Arborg Bifrost Recreation will follow the Provincial outdoor pool guidelines:
 - i. The facility will be closed immediately at the sight of lightning and / or upon hearing thunder.
 - ii. The facility will remain closed until 30 minutes has passed since the last sight of lightning and / or heard thunder.
 - iii. If the renter is not able to use the facility at all during the scheduled rental time, the Renter will be given the opportunity to re-schedule their rental at no additional cost or receive a full refund.
 - iv. Refunds WILL NOT be given if the Renter is able to use the facility during their rented time.

5. PROCESSING

- a. For the Purpose of this Policy **“Prime”** and **“Non-Prime”** will be used to **determine eligibility for cancellations / refunds.**
 - i. **Prime:** A program, activity, or rental will be considered “PRIME” if one of the following conditions are met;
 - 1. Program / Activity is 90% full; or
 - 2. Program / Activity is scheduled to start within 7 days; or
 - 3. Rental is scheduled to start on Friday, Saturday or Sunday; or
 - 4. Rental scheduled on a Monday, Tuesday, Wednesday or Thursday after 4:00 p.m. and is to occur within 14 days; or
 - 5. Rental(s) that are scheduled outside of the facilities’ normal operating hours, and /or on Statutory Holidays.
 - ii. **Non-Prime:** A program, activity or rental will be considered “NON-PRIME” if the above conditions listed in 5.a.i; are not met.

b. Processing Charges:

- i. All participant / customer initiated cancellations and / or refunds will be subject to a \$20.00 cancellation fee per course / registrant / booking.
- ii. Eligible refunds will be less any Third-Party Payment Charges; all associated fees (Credit Card, ActiveNet, Square) will be in addition to the cancellation fee.

c. Procedure

- i. **Facility Rentals:** Cancellations for “PRIME” rentals,
 1. Made within **forty-eight hours (48)** of the rental will NOT be granted a refund.
 2. Made within **14 to 2 days prior** of the booking,
 - a. eligible up to a 70% refund, less the Processing Charges
 - b. eligible for full refund, less the Processing Charges if the facility is re-booked by another renter for the same day.
 3. Made **15+ days prior**, will be granted a full refund, less Processing Charges.
- ii. **Facility Rentals:** Cancellations for “NON-PRIME” rentals,
 1. made within **twenty-four hours (24)** of the rental will NOT be granted a refund.
 2. Made within **7 to 2 days prior** of the booking,
 - a. eligible up to an 80% refund, less the Processing Charges
 - b. eligible for full refund, less the Processing Charges if the facility is re-booked by another renter for the same
 3. Made **8+ days prior**, will be granted a full refund, less the Processing Charges.
- iii. **Programs / Activity Registration:** Cancellations for “PRIME” registration
 1. Requests received **7 days** or more prior to start of the program will receive up to 50% refund less Processing Charges, only when the program is still able to proceed.
 2. Requests Received **prior to Registration Deadline** will be granted a full refund, less Processing Charges.
 3. Requests received **after start date** will NOT be granted a refund, unless proof of medical emergency is received, then on a pro-rated basis, less Processing Charges.
- iv. **Programs / Activity Registration:** Cancellations for “NON-PRIME” registration
 1. Requests Received **prior to Registration Deadline** will be granted a full refund, less Processing Charges.
 2. Requests received **after Registration Deadline** and at least 7 days prior to start date; can receive up to 50% refund less Processing Charges, only when the program is still able to proceed.
 3. Requests received **less than 7 days** prior to start of the program can receive up to 30% refund less Processing Charges, only when the program is still able to proceed.
 4. Requests received **after start date** will NOT be granted; unless proof of medical emergency is received; and then on a pro-rated basis, less Processing Charges.

d. Issuing Refund(s)

- i. Refunds will NOT be issued for less than \$10.00
- ii. No refunds will be issued for drop-in programs or general admission fees, including cancellations due to weather, pool fouling, or mechanical issues.
- iii. No refunds will be issued to participants who are asked to leave a program or class.
- iv. If the program registrant is removed from the program during the duration of the program day, for reasons outside of the program environment no refund will be issued.
- v. Authorized Refund(s) will be issued to original payee via original method, or as a credit towards a future class at the registrants' request.
- vi. Authorized Refund(s) can take up to 2-4 weeks to be received.