



**Meeting Date:** September 17, 2025

**Prepared By:** Sam Cormier, Recreation Coordinator

**Submitted by:** Scott Mairs, Director of Community Services

**Report No:** CMS-12-2025

**Subject:** Community Services Refund Policy

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**Recommendation:**

THAT Report CMS-12-2025 re: Community Services Refund Policy be received;

AND THAT Council approves the attached Community Services Refund Policy as presented in this report, effective October 1, 2025.

**Purpose:**

The purpose of this report is to provide an overview of the Municipality of Middlesex Centre's proposed Community Services Refund Policy and outline how this policy establishes clear and consistent procedures for issuing refunds, credits, and transfers related to facility, sport field, pavilion and ice time bookings, and recreation and fitness program registrations. The policy supports transparent, customer-focused service delivery while ensuring fairness, efficiency, and accountability in the handling of program withdrawals and booking changes.

**Background:**

The Municipality of Middlesex Centre's Community Services Department is responsible for managing a broad range of recreational programs, as well as the management of facility, sport field, pavilion, and ice time bookings. To date, refunds and transfers have been managed without a formalized policy. However, staff have been practicing many of the procedures now outlined in the proposed Community Services Refund Policy. Existing procedures for facility, sport field, pavilion, and ice time bookings will remain unchanged, while updates to recreation and fitness program registrations are being proposed.

## **Analysis:**

The updated policy introduces a structured framework for handling refund, credit, and transfer requests across all service areas. Key provisions include:

### Facility, Sport Field & Pavilion Bookings:

- Full refund (100%), less administrative fee, with 4 months' written notice.
- 50% refund, less administrative fee, with 2 months' written notice.
- No refund with less than 2 months' notice.
- No refunds due to inclement weather.
- Transfers allowed with 2 months' written notice, subject to availability and administrative fee.
- Municipality may cancel bookings at any time with full refund.

### Ice Time Bookings:

- All sales final; no refunds.
- Municipality may cancel bookings at any time with full refund.

### Recreation & Fitness Program Registrations:

- Refunds with 14+ days' notice subject to either an administrative fee or 50% of the registration fee, whichever is less.
- No refunds with less than 13 days' notice or after program start.
- Medical refunds allowed with documentation, pro-rated based on remaining sessions.
- Compassionate refunds considered case-by-case; pro-rated if approved.
- Transfers permitted at no cost; price differences credited or charged.
- Refunds for cancelled programs are pro-rated.
- Credits valid for one year; unused credits expire without notice.
- No refunds for drop-in skating/shinny.
- RZone-related removals result in pro-rated refunds.

## **Financial Implications:**

The proposed updates reinforce the municipality's recreation program cost-recovery model, under which program registration fees are intended to cover direct operating costs such as instructor wages, program materials, and equipment. This model ensures that recreation and fitness programs remain financially sustainable without relying on tax-based funding. By limiting last-minute withdrawals and formalizing refund timelines, the policy supports more predictable enrollment and allows staff adequate time to fill vacant spots or make cancellation decisions before incurring program costs. The continued use of an administrative fee also supports the recovery of staff time associated with processing changes. The policy further contributes to financial oversight

through the introduction of a credit expiration timeline, which reduces long-term financial liability by ensuring unused credits do not remain indefinitely in the registration system.

**Strategic Plan:**

This matter aligns with following strategic priorities:

- Sustainable Infrastructure and Services
- Responsive Municipal Government

**Attachments:**

A1 – Community Services Refund Policy