



**City of Lloydminster
Request for Decision (RFD)**

Subject Matter: Recreation and Cultural Services Refund Policy No. 740-04

Department: Community Development Services

Presented By: Joel Turcotte

Council Meeting Date: July 17, 2023

Recommendation:

That Council approve Policy No. 740-04, the Recreation and Cultural Refund Policy No. 740-04 as presented.

Issue: To provide a fair, consistent, and transparent process for issuing Recreation and Cultural Services refunds, transfers and/or withdrawals.

Background: In 2006, the Transfer, Refund, Withdrawal Policy No. PR-01-06 became effective. The Transfer, Refund, Withdrawal Policy did not cover the full operations of the department, therefore Administration chose to develop a new Refund Policy No. 740-04 that will replace the existing Policy. The new Recreation and Cultural Services Refund Policy details how the City will approach cancellations, refunds, transfers, holds, exchanges and refunds for all Memberships, Multi-Passes, Programs, Bookings, Retail Items and Admissions sold by the City of Lloydminster's Recreation and Cultural Services Department. This Policy will assist the Recreation and Cultural Services Department in providing a consistent approach to all Customers.

The draft Policy was presented at the Governance and Priorities Committee Meeting on Monday, June 12, 2023. A clarification between Event and Bookings definition was requested by Council. Also, in Section 5.4.3. the twenty-four-hour notice request has been updated to one (1) business day, as all other refund stipulations for programs are measured as business days.

Options:

1. That Council approve the Recreation and Cultural Refund Policy No. 740-04 as presented.
2. That Council does not approve the Recreation and Cultural Refund Policy No. 740-04.
3. That Council request further information and that the item be brought forward to a future Regular Council Meeting for decision.

Alignment with Strategic Plan: This item is in alignment with the following strategic area: Delivering Good Governance. The policy will provide a fair, consistent, and transparent process for issuing Recreation and Cultural Services refunds, transfers and/or withdrawals.

Legal Review: N/A



**City of Lloydminster
Request for Decision (RFD)**

Governance Implications: This Policy has been reviewed as per the requirements of the Bylaw No. 15-2022 Records Management Bylaw. Policy No. 740-04 will replace the existing Transfer, Refund, Withdrawal Policy.

Budget/Financial Implications: N/A

Environmental Implications: N/A

Report Approval Details

Document Title:	Recreation and Cultural Services Refund Policy 740-04.docx
Attachments:	- 2023 Recreation and Cultural Services Refund Policy No. 740-04.docx
Final Approval Date:	Jul 4, 2023

This report and all of its attachments were approved and signed as outlined below:

Tracy Simpson

Doug Rodwell

Dion Pollard