



## Township of Brock

### Day Camp Registration Policy

#### 1. Cancellations

- Anyone wishing to cancel a week of Day Camp will incur a \$20.00 Service Fee.
- The Service fee will not be charged in the event the Township cancels the program – i.e insufficient registrations.
- Cancellations must be made 1 week in advance of the start of that session. Refunds will not be provided if cancellation is after the 1 week deadline.

#### 2. Switching Sessions

- Anyone wishing to switch their camp session will incur a \$20.00 Service Fee.
- A session can only be switched to a session of the same value. I.e. – If they have paid for a regular week session, they cannot switch to a short week session.
- Session that are being switched must be done 1 week in advance of the session.
- Registrants will not be able to switch to weeks that are already at capacity.
- Registrants will be required to complete a form to switch sessions and pay their service fee.

#### 3. Refunds

- If/When a customer requests a refund for online registration through our Recreation Software they must complete the "Request for Refund" form.
- "Request for Refund" form will be provided to the Recreation and Leisure Coordinator for review prior to submitting it to the Director of Public Works or the Treasurer for approval.
- Once approved, the Recreation and Leisure Coordinator will process the refund through the Recreation Software online system for future dated programs, rentals or events. When the events, programs or rentals affect a prior date, the Recreation and Leisure Coordinator will prepare a cheque requisition and a cheque refund will be processed.
- Once the online refund has been processed, the Treasurer will receive a copy of the "Request for Refund" form with Time and Date of refund to file.