



Township of Brock – Refund Policy

Background

The Corporation of the Township of Brock accepts many forms of payment for various services provided by the Township. This policy will serve as the procedures for requesting and processing refunds.

Purpose

With the increase in the number of ways an individual or company can submit payment to the Township of Brock there is a need for a clearly defined refund policy. This policy defines the process to be followed to ensure refund requests are processed consistently and in a timely manner.

Responsibilities

Any requests for a refund or cancellation should be made in writing to the Township of Brock using the online request form.

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 Treasurer to process the refund.

Processing the refund

Treasury staff will review the refund request and ensure it has received Department Head approval. Treasury staff will verify the payment amount, method of payment and corresponding general ledger account where the payment was applied.

If the payment was made by cheque, EFT, cash or debit the refund will be returned to the requesting party by cheque. (If the payment was made by cheque or EFT, a 7-day waiting period must be observed before a refund request can be processed.) If the payment was made by credit card directly to the Township of Brock it will be refunded to the same credit card used in the original payment transaction.

If the payment was made to a property tax account using electronic online/telephone payments with their bank the refund may be made through an approved reversal with the Treasurer and the banking institution or by cheque.

Fees may be applicable to the refund in conjunction with the current Township of Brock fees by-law and will be deducted from the refund total.

Some fees are non-refundable, these fees will state they are non-refundable on the initial request form.

Township of Brock staff will do their best to process any refund request within 14 business days from the date of the written request.