

Municipality of *Bluewater*

Policy and Procedure

Policy:	Recreation Programs and Day Camps – Refunds, Transfers and Credits
Effective Date:	February 17, 2026
Approved By:	By-law 10-2026
Supersedes:	By-law 118-2024

Policy Statement:

The Municipality of Bluewater is committed to providing fair, transparent, and consistent refund and transfer processes for recreation programs and day camps. This policy ensures clarity for participants and supports efficient administration.

Scope and Applicability:

This policy applies to registered recreation programs and day camps offered by the Municipality of Bluewater.

Definitions:

Business Day: Any day the Municipality of Bluewater administrative offices are open for business, excluding weekends and statutory holidays.

Credit on Account: A monetary credit applied to the participant's Municipal recreation account for future program or camp registrations. Credits do not expire unless otherwise stated.

Doctor's Note: Confirmation from a qualified health practitioner that the participant cannot attend; must include date seen and duration of inability (diagnosis not required).

Drop-In Program: A recreation activity that does not require advance registration and is paid per visit. Drop-in programs are typically non-refundable once the session begins.

Prorated Refund: Refund calculated based on remaining program sessions. Refund will be prorated from the date of request, less Program Administration Fee (where applicable) as outlined in the Fees and Charges By-law.

Transfer: The movement of a participant from one registered program or camp to another within the same session or season, subject to space availability and applicable fee adjustments.

Waitlist: A list of participants who wish to register for a program or camp that is currently full. Admission from a waitlist occurs only if space becomes available.

Policy:

Recreation Programs

1. Refund Requests

All refund or credit requests must be submitted in writing by email to the Community Recreation Coordinator at reccordinator@municipalityofbluewater.ca. All refunds are subject to a Program Administration Fee as outlined in the Fees and Charges By-Law, unless otherwise specified in this Policy.

A full or prorated refund may be approved in the following circumstances:

- The Municipality cancels or changes program details and the participant is no longer able to attend.
- The Municipality cancels due to unforeseen circumstances, including but not limited to severe weather, natural disasters, power outages, or facility closures.
- If the refund request is submitted at least seven (7) business days prior to the program start date.
- A refund is requested for medical reasons (a doctor's note may be required).
- A refund is requested due to compassionate grounds (e.g. bereavement, family emergency). Requests are reviewed case-by-case and supporting documentation may be required.
- A participant is withdrawn from a program by an instructor due to incompatibility.
- A participant is removed from the program for inappropriate or violent behaviour, in accordance with the Municipality's RZone Policy.
- Drop-In Programs: Withdrawals are permitted up until the day before the program. No refunds or credits will be issued on the day of the program.

No refund will be issued in the following circumstances:

- Requests received fewer than six (6) business days before the program start date, unless approved under medical or compassionate grounds.

2. Transfers

All program transfers will need to meet the following guidelines:

- Transfers from one class or program to another are based on space and availability.
- Transfers are permitted up to and including the third class, space permitting.
- If the new program fee differs, participants pay the difference or receive a credit for any surplus.

3. Waitlists

- Participants admitted from a waitlist after the program start date will be charged a prorated fee based on remaining sessions.

Day Camp Programs

1. Refund Requests

All refund or credit requests must be submitted in writing by email to the Community Recreation Coordinator at reccoordinator@municipalityofbluewater.ca.

All refunds are subject to a Program Administration Fee as outlined in the Fees and Charges by-law. Refunds will be processed as follows:

Full Refund:

- A cancellation request received up to and including seven (7) business days prior to the program start date.
- A medical condition preventing participation (doctor's note may be required).
- If the Municipality cancels a camp day due to inclement weather, low registration etc, participants will receive a prorated credit or refund for that day.

Partial Refund:

- A 50 percent refund will be provided if a cancellation request is received within six (6) to four (4) business days before the activity start date.

No Refund:

- Requests received fewer than three (3) business days before the program start date are not eligible for a refund, unless approved under medical or compassionate circumstances.
- No refunds or credits for individual missed camp days (including illness, appointments, travel, or participant-initiated weather concerns).

Refund Processing and Important Information

Program Administration Fee

The Program Administration Fee does not apply when a refund is issued as a Credit on Account.

The fee helps recover administrative costs for processing participant and instructor changes, as well as expenses related to issuing a refund cheque when a credit to the participant's account is not selected.

Registration software processing fee and credit card processing fees are non-refundable, as these charges are levied by third-party providers and are not retained by the Municipality.

How Refunds Are Issued

Approved refunds will be processed using the original payment methods such as credit card, cheque, or account credit through the online booking system.

Refunds issued by cheque or credit card (Visa/Mastercard) are subject to the Program Administration Fee, while credits applied to an account are exempt from this fee.

The Municipality reserves the right to apply refunds to a customer's other overdue account balances first.

Refunds issued by cheque may require 10–15 business days to process.

How to Request a Refund

All refunds and credit requests must be submitted in writing by email to the Community Recreation Coordinator: reccoordinator@municipalityofbluewater.ca

Please include:

- Participant's full name
- Program name and date(s)
- Reason for withdrawal or refund request

Privacy and Medical Documentation

Doctors' notes are collected only for refund eligibility. The Municipality will collect minimum necessary information (confirmation of inability to attend and relevant dates). Notes are stored securely, access is limited, and records are retained only as long as necessary to determine eligibility for refund.

Practices comply with Ontario's Personal Health Information Protection Act (PHIPA). If a participant does not consent to providing a doctor's note, the matter will be reviewed by the Department Manager or Chief Administrative Officer.

Related Policies and By-laws

This policy should be read in conjunction with the following municipal documents:

- Current Fees and Charges By-law, including the Program Administration Fee.
- Program Registration Terms and Conditions (as published on the Municipality's online booking/registration system).
- Municipality of Bluewater RZone Policy