

## **Payment, Refund, and Participation Policy for Recreation and Events**

The Resource Opportunities Centre (ROC) - Prospect Road Community Centre (PRCC) has a fiscal responsibility and a financial reporting duty to the Prospect Road communities. To maximize accuracy of financial reporting, the PRCC will be implementing this policy to take effect immediately on Feb 6, 2024

### **Payment Upon Program/Service Registration**

Members are expected to pay at the time of registering for any programs and/or services. We understand that not everyone can pay the registration fee via phone, in this case we will accommodate.

Registered spots will only be held when payment is applied. In the event that payment has not been received for registration, the spot may be provided to another person.

If payment cannot be made at time of registration, payment is due by end of day.

### **Refunds**

The Prospect Road Community Centre understands that situations may arise that could result in a member not being able to continue with a program that has been registered and paid for.

The PRCC may also have to cancel a class due to weather or another reason. If an ongoing class/program has a single cancellation, the PRCC will do its best efforts to provide a make up day. If a make up day is unable to be rescheduled, a refund via an account credit will be provided.

If a program is canceled for the remainder of the season, participants will receive a prorated refund for the remaining sessions.

If a PRCC program is canceled at the last minute, we will do our best to notify those who are registered into the program. We will provide members with a day pass to the Fitness Centre in place of the canceled class.

Members can request a refund for a registered program in the following circumstances:



Up to seven days before the program starts.

For programs that have started, a refund will not be provided unless authorized by management.

Management will require a reason from the member requesting a refund and can approve or deny the refund.

They cannot continue due to a change of address.

They cannot continue for medical reasons.

### **Program Drop-in**

Programs/classes/services provided by the Prospect Road Community Centre are available to everyone. To ensure programs are safe and welcoming to all, we request the following:

Dropping into a single fitness program session without pre-registration does not guarantee a spot in the program that day. Priority will be given to registered members and those who pre-registered. Pre-registered members will be provided a spot based on a first come, first serve basis.

Recreation programs drop-ins (child soccer, floor hockey, etc.) are prohibited.