



## MUNICIPALITY OF ROBLIN

### POLICIES AND PROCEDURES MANUAL

Section: Finance & Administration	Policy No.: F/A-007
Subject: Online Booking Refund Policy	Date Issued: August 24, 2021
Resolution No. 2021-350	Revision Date:

#### PURPOSE:

The purpose of this policy is to authorize refunds requested for online booking fees paid through Stripe.

#### POLICY:

- 1.0 Request for refunds must be received by the Municipality in writing or using Schedule "A" attached.
- 2.0 In the event the Municipality cancels, postpones or reschedules a program, a full refund will be issued upon written request.
- 3.0 (a) In the event a refund is requested for any reason 30 days or more prior to the event, the refund will be issued less \$13.30 + 2.9% of transaction amount to cover the cost of processing the refund.  
 (b) In the event a refund is requested for any reason 15-29 days prior to the event, 50% of the refund will be issued subject to a minimum deduction of \$13.3 + 2.9% of transaction amount.  
 (c) In the event a refund is requested for any reason 1-14 days prior to the event, 25% of the refund will be issued subject to a minimum deduction of \$13.3 + 2.9% of transaction amount.
- 4.0 Refunds will be done through Stripe by any one of either:
  - (a) the Clerk/Receptionist;
  - (b) the Assistant Administrative Officer; or
  - (c) the Accounting/Finance Officer.

The Recreation Department programs must be signed off on by the Recreation Manager and all refunds must be pre-approved by the Chief Administrative Officer.
- 5.0 Customers will receive the refund 5-10 business days following the date of submission of request, depending upon their bank. Refunds cannot be canceled after they are issued. Disputes and chargebacks are not possible on credit card charges that are fully refunded.
- 6.0 Refunds must be sent back only to the original payment method used in a charge. It is not possible to send a refund to a different destination (e.g., another card or bank account).
- 7.0 Refunds can fail if the customer's bank or credit card issuer are unable to process it correctly (e.g., a closed bank account or a problem with the credit card). In the rare instance that a refund fails, the Municipality will arrange an alternative way of providing the customer with a refund (e.g., e-transfer or cheque within 3 months of a failed transaction).

