



# Wellington North Recreation Accounts Receivable, Cancellation and Refund Policy

Department: Recreation, Community and Economic Development  
Policy Number: 005-2026  
Effective Date: April 20, 2026  
Legislative Authority: Municipal Act, 2001. S.O. 2001, c. 25  
Approved by: Resolution 2026-136  
Review Period: Annually

## **Purpose:**

The purpose of the Recreation Accounts Receivable, Cancellation and Refund Policy is to establish a clear and consistent framework for the invoicing, collection, cancellation, and refund of fees related to municipal recreation rentals and programs.

This policy provides overarching direction and authority, while detailed procedures and program-specific requirements are set out in supporting Standard Operating Procedures (SOPs). Together, the policy and SOPs ensure fair treatment of users, responsible financial management, and consistent administrative practices across all recreation services.

## **Scope:**

This policy applies to all recreation programs, services, and rentals administered by the Recreation, Community and Economic Development Department of the Township, including the invoicing, collection, cancellation, and refund of applicable fees.

This policy establishes the principal framework for accounts receivable, cancellations, and refunds. Detailed, program-specific procedures and administrative requirements are set out in supporting Standard Operating Procedures (SOPs), which guide the day-to-day application of this policy.

## **Policy Authority and Application:**

This policy establishes the authority and scope for the administration of recreation-related accounts receivable, cancellations, and refunds. It confirms the application of consistent administrative oversight across all recreation programs and

facility rentals, while delegating detailed operational requirements to supporting Standard Operating Procedures.

**Relationship to Standard Operating Procedures:**

This policy is supported by the following Standard Operating Procedures, which provide detailed operational direction for recreation programs and facility rentals:

- Recreation Programs Accounts Receivable, Cancellation and Refund SOP
- Recreation Facility Rental Accounts Receivable, Cancellation and Refund SOP
- Ice Rental Accounts Receivable, Cancellation and Refund SOP

The SOPs outline specific processes, timelines, and requirements for cancellations, refunds, invoicing, and collections. Where a conflict exists between this policy and a supporting SOP, this policy shall prevail.