

# BASSANO OUTDOOR POOL – REFUND REQUEST FORM

Refunds will only be issued according to the Bassano Outdoor Pool – Refund Policy (TOB72a/006-22). Please complete the following steps to request a refund.

**STEP 1:** Review the minimum criteria that must be met for a refund to be issued. Visit <https://bassano.ca/bassano-joint-use-facility/> to view the refund policy or call the Pool at 403-641-4025 to inquire about refund eligibility.

**STEP 2:** Complete the form below to request a refund.

**STEP 3:** Send a scanned copy of the completed form to [bassanopool@hotmail.com](mailto:bassanopool@hotmail.com) or drop it off at the Bassano Outdoor Pool (249-253 6 Avenue).

**STEP 4:** Pool management will review the submitted form. Requests will be approved or denied according to the minimum refund criteria. Please note that refunds need time to process.

**STEP 5:** Refunds will be provided to the patron via a cheque from the Town of Bassano office during the next accounting cycle regardless of the original method of payment. **A 15% administration fee will be applied to all refunds.**

PLEASE PRINT ALL INFORMATION

DATE: \_\_\_\_\_ NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

ITEM TO BE REFUNDED : \_\_\_\_\_ DATE/TIME OF PROGRAM/ACTIVITY): \_\_\_\_\_

COST: \_\_\_\_\_

REASON FOR REFUND:

\_\_\_\_\_  
\_\_\_\_\_

OFFICE USE ONLY:

APPROVED (Circle one) : Yes / No      Date: \_\_\_\_\_      Manager Signature: \_\_\_\_\_

Refund issued (Date): \_\_\_\_\_      TOB Administrative Signature: \_\_\_\_\_

The personal information requested on this form is being collected for the purpose of course/seminar registration under the authority of the Freedom of Information and Protection of Privacy Act (FOIPP). If you have any questions about the collection of this information, please contact our FOIPP Coordinator at the Town Office (403) 641-3788