



Policy Title	Bassano Outdoor Pool – Refund Policy
Authority	Recreation & Leisure Department
Approved (Dates/Motion #)	TOB85/22
Policy Number	P-TOB72a/006-22
Review	Annually
Reviewed by/date	April 11, 2023 – Council

Policy Statement

The purpose of this policy is to provide guidelines for refunds at the Bassano Outdoor Pool.

Definitions

Pool – means the Bassano Outdoor Pool.

Pool Staff – means a person employed at the Bassano Outdoor Pool.

Swimming Instructor – a person trained to teach swimming lessons by the Lifesaving Society and employed by the Bassano Outdoor Pool.

Inclement or poor weather - means weather conditions that could be harmful to patrons and staff including low temperatures, thunder, lightning, wind, rain, and hail.

Dangerous or poor water conditions – mean water conditions that could be harmful to patrons and staff including the presence of feces, vomit, blood, fogginess in the water, or an uncomfortable water temperature.

Responsibility

It is the responsibility of all pool staff to adhere to this policy.

Guidelines

These guidelines set out the minimum criteria that must be met for a refund to be issued.

1. Inclement weather events or water conditions.
 - a. In the event of any inclement or poor weather, or dangerous or poor water conditions, pool patrons will be asked to leave the deck and the pool. Patrons may be asked to move indoors.
 - b. No refunds will be given under these circumstances - no matter how long the patron has been in the pool. If patrons are permitted to re-enter the pool following an inclement weather event or poor water condition, they can do so free of charge pending they did not leave the premise (e.g. patrons are permitted to re-enter the water 30 minutes after the last rumble of thunder).

2. Swimming lessons

- a. Swimming registration can take place up to 72 hours before a lesson is scheduled to run. Refunds for swimming lessons may only be issued under the following circumstances.
 - i. With fourteen (14) or more days notice prior to the scheduled start of the lesson set, the patron may choose one or more of the options below:
 1. Receive a full refund less a fifteen (15) percent administration fee.
 2. Change the name of the participant. A registration form must be completed for the new participant immediately.
 3. Transfer the participant to another available lesson set within the current season if there is a spot available.
 - ii. With eight (8) to thirteen (13) days notice, patron may choose one or more of the options below:
 1. Transfer the participant to another available lesson set within the current season. No refunds will be given if there are no available lesson sets in the season.
 2. Change the name of the participant. A registration form must be completed for the new participant immediately.
 - iii. With one (1) to seven (7) days' notice, patrons will not be provided with an option to transfer or received a refund. This is to ensure that pool staff are given an adequate amount of time to organize and prepare for the lesson.
- b. No refund will be issued for days missed during swimming lessons for any reason including inclement weather events or water conditions. It is the responsibility of supervisory staff to determine when weather is inclement and no longer conducive to in-water swimming instruction.

Where inclement weather events or water conditions prevent in-pool lessons, dry land lessons will be provided in alignment with the course structure. Instructors will use time out of the water to teach water safety skills.

If inclement weather or poor water conditions persists without access to the water, swimming lessons will be rescheduled. This will be assessed on a case-by-case basis.

Pool staff are trained as swim instructors through the Lifesaving Society and must follow the Lifesaving Society's standards. If a swimmer fails to complete/pass a swimming lesson, there will be no option to redo the lesson without paying, and no refund will be issued for the failed lesson. Any abuse toward Swimming Lesson Instructors or other Pool Staff will not be tolerated.

3. Advanced courses
 - a. Advanced course registration can be canceled within 14 days of the scheduled course. Full refunds will be given less a 15% administrative fee.
4. Drop-in in fees, punch passes, season passes, and other special program fees
 - a. Pool staff shall *not* issue refunds for drop-in fees, season passes, and other program fees.
5. Pool rentals
 - a. Refunds for pool rentals may only be issued under the following circumstances.
 - i. Patrons can request a full refund less a 15% administrative fee 7-days before the day of the rental.
 - ii. With two (2) to six (6) days' notice, patrons may
 1. Reschedule their rental within the current year, pending there is facility availability. No refunds will be given.
 - iii. No refund will be given within 48 hours of the rental.

Process

To receive a refund, patrons must meet the criteria outlined above and complete a refund request form (Schedule A).

1. All pool staff shall collect completed refund request forms from patrons.
2. The request must then be reviewed by pool management staff. Requests will be approved or denied according to the minimum refund criteria by pool management.
3. Approved 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.

Policy Reference

1. P-TOB72a-001-22 - Pool Operations Plan
2. P-TOB72a-003-22 - Bassano Outdoor Pool - Pool Fee Policy

END OF POLICY

BASSANO OUTDOOR POOL – REFUND REQUEST FORM

Refunds will only be issued according to the Bassano Outdoor Pool – Refund Policy (TOB71a/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 pool@bassano.ca 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