

Policy Title: Administration of Program and Membership Fees

Policy Number: 04-01-02

Section:	Finance and Accounting	Subsection:	Fees and Other Revenue
Effective Date:	July 14, 2021	Last Review Date:	October, 2020
Approved by: Council	Owner Division/Contact: Business Planning, Community Services Department		

Policy Statement

Fees for Programs and Memberships processed on the Enterprise Recreation Management Software are administered according to this policy.

Purpose

This policy establishes requirements related to the administration of fees, including payment terms and conditions, Transfers and Withdrawals.

Scope

This policy applies only to Programs and Memberships offered to the general public that are processed using the Enterprise Recreation Management Software, excluding drop-in and pay-as-you-go programs.

This policy does not establish fees or discounts. Fees and discounts are established by by-law(s).

Definitions

For the purposes of this policy:

“Membership” means all recreational memberships, passes and multi-visits, such as, but not limited to, fitness, swimming, therapeutic, court sports, skating and personal training. Memberships are limited to a fixed term and have a specific expiry date, with the exception of multi-visits, which are programmed for a fixed number of visits and do not expire.

“Program” means all programs, including sports leagues and arts and culture programs, but excluding drop-in or pay-as-you-go programs.

“Transfer” means that a participant has withdrawn from one program or Membership and immediately registered into another Program or Membership currently being offered.

“Withdrawal” means when a participant is removed/withdraws from a Program or Membership they are currently registered in.

Exceptions to Policy

This policy provides for certain specific exceptions to standard practices. These exceptions will be applied by staff with no further approval. Any exceptions other than those specifically provided for in this policy may be made only with the approval of the applicable director. Justification for the exception must be documented by the Program Supervisor, acknowledged by the applicable director (either by signature or by e-mail) and forwarded to the Customer Service Centre, Community Services Department, located at the Paramount Fine Foods Centre, for filing for audit purposes.

City Subsidies

The City of Mississauga subsidizes registration fees for individuals participating in the ActiveAssist Fee Assistance Program (FAP). The subsidy is provided in the form of a credit that can be applied to eligible applicable non-transferable registered Programs, non-transferable Memberships and/or activity passes only. For more information on the FAP refer to Corporate Policy and Procedure - Recreation - ActiveAssist Fee Assistance Program.

In addition, a volunteer donations fund (The Jerry Love Fund) has been established to provide financial assistance to eligible children participating in City recreation activities. Registration through this fund must be processed by the Customer Service Centre. Information on the fund and eligibility requirements, as well as application forms, is available by contacting the Recreation Division, Community Services Department.

Eligible customers will be permitted to participate in either the FAP or the Jerry Love Fund, but not both.

Support Person for Persons with a Disability

If a person with a disability requires support in order to participate in a Program, an external support person will be admitted to the Program at no charge.

Records Retention

All records referred to in this policy must be retained in accordance with the Records Retention By-law. In addition, the personal information obtained by the Corporation must be maintained and protected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (refer to Corporate Policy and Procedure – Freedom of Information and Protection of Privacy). For information on records management and records retention requirements, contact Records Management Services, Legislative Services, Corporate Services Department.

Deadlines

Program Registration

Applications to register into Programs may be submitted via Internet (Connect2Rec), telephone or, with the exception of Mississauga Library Programs, in person at the Customer Service Centre or local community centre. In person applications for Library Programs only may be submitted at any Mississauga Library location.

Participants can continue to register in Programs available for registration after the Program start date unless a registration end date has been added to the course.

Requests to register into a Program after the registration end date will be processed only with the approval of the Program Supervisor.

Non- Residents

Non-residents cannot be registered into Programs until 10 days after the start of registration and will be charged a surcharge as outlined in the Recreation Program Fees and Charges By-law. Non-residents may purchase Memberships at any time.

Library programs will be available for registration by residents and non-residents at the start of the registration period and do not have a non-residence applicable fee.

Memberships

Memberships must be purchased at community centres, pools and select arena locations offering the particular recreation activity. Select Membership options are also available for online purchase.

Payment Terms

Full payment of Program registration and Membership fees must be provided or scheduled at the time of purchase. If a registration request takes place after the Program start date, the prorated amount will be required and must be paid in full or, where applicable, may be scheduled.

Payment Schedule Options

The following payment options are available:

- Early registrants to week-long, full and half day camp Programs offered in the summer may pay by post-dated cheque(s), preauthorized credit card payment or preauthorized automatic withdrawal from a personal chequing account (electronic fund transfer or "EFT"), rather than making full payment immediately. Payments are due on June 1 for all July fees and on July 1 for all August fees. Payment for the "All Summer BraeBen Golf" program requires 50% payment upon registration, with the remaining 50% due on July 2.

- Payment for Programs that cost a minimum of \$50.00 before applicable taxes and operate for a minimum of eight weeks require an initial payment of 50% of the Program cost at registration, with the remaining 50% payable by post-dated cheque, preauthorized credit card payment or EFT on the following dates: Fall Programs due October 5, Winter Programs due February 5, Spring Programs due April 20 and Summer Programs due July 20.
- All Year Programs that operate as a single Program may be paid by post-dated cheque(s), preauthorized credit card payment or EFT, rather than making full payment immediately. An initial payment is required, with the remaining amounts equally paid on prearranged dates, as determined by the specific Program.
- Purchasers of 12-month Memberships may make post-dated payments scheduled on a monthly basis (post-dated cheques, preauthorized credit card payments or automatic EFT) with an initial payment due on date of purchase.
- Sport league team registrations will pay an initial minimum fixed payment that is equal to the value of 25% of total league registration cost (including HST for adult games), rounded up to the nearest \$10.00. The remaining balance is due 15 business days after the Program start date. The 25% league fee payment is non-refundable. Teams may pay the full balance owing in advance of due dates.

Payment Types

Payment for programs other than Library Programs may be made by VISA, MasterCard, American Express, cheque, money order, cash, debit, EFT, FAP account credit, a pre-paid Recreation gift certificate or customer account credit. Library will accept cash, debit and credit for program payments. Payments for subsidized Program registrations or Memberships outside of the City's FAP can be made by a third party organization.

To ensure appropriate allocation of any refunds, regardless of the participant name, the account will always be in the name of the person or organization making the payment, except for third party transactions, whereby the account is in the participant's name, with the payment in the organizations name and account.

Receipts

A "receipt of payment" or "registration or pass confirmation" will be issued. Duplicate receipts will be issued on request. Payment of a fee for the duplicate receipt may be required, as outlined in the Recreation Program Fees and Charges By-law.

Declined Payments

Payments which have not been honoured by the bank must be rectified immediately upon notification by the City. The City reserves the right to cancel the registration/Membership or to

revoke privileges until full payment is received. A fee, in the amount established by the General Fees and Charges By-law, will be assessed for each returned payment. (Staff should refer to Corporate Policy and Procedure - Finance and Accounting - Returned Payments for information on handling returned cheques.)

Changes after Registration/Membership Purchase

Programs and Memberships

Participants who withdraw from a Program or Membership will be requested to provide a reason. The City uses this information for planning and monitoring purposes. The effective date of Withdrawal is the date of receipt of notice provided to the City, regardless of the date the participant actually ceased to attend.

Transfers and Withdrawals

Transfers include moving from a Program to a Membership or vice versa; or withdrawing from one Membership term, plan or type and immediately registering into another Program that is currently available for registration (i.e. where space is available).

The participant will be required to pay the prorated fee for the Program they are transferring into, less the value of the unused portion of the first Program. If the new fee is lower than the fee previously paid, the difference will be refunded or returned to the customer's account.

Membership Transfers from one Membership term, plan or type are permitted at any time (e.g. transfer from a three month fitness Membership to a twelve month swim/skate Membership). The participant will pay the full amount for the new Membership, less the value of the unused portion of the old Membership. If the new fee is lower than the fee previously paid, the difference will be refunded or returned to the customer's account.

A transaction is considered a Withdrawal if the participant does not immediately register into another Program or purchase another Membership. When opting for a Withdrawal, participants will receive a refund for registration fees paid, less the cost of any classes already held. Any refunds will be applied to the customer's account.

Timelines

Participants may withdraw Memberships in person at a community centre at any time. Membership refunds are pro-rated based on the day of the refund request.

Program Withdrawals, with the exception of sport leagues, may occur any time before the start of the 4th class from the date of registration.

For Programs with four to six classes, a Program Manager may approve an earlier Withdrawal timeline.

Costume fees for dance recital Programs will be non-refundable as of November 1st, unless approved by the Program Supervisor.

Sport League Withdrawals may occur any time before 25% of the league dates have been played. The amount refunded will be the full fee for the program, less the 25% non-refundable deposit.

Transfers and Withdrawals from camp Programs that operate daily during the summer, March Break and Winter Break and workshops (three scheduled classes or less) must occur at least five calendar days prior to the Program start date.

Transfers and Withdrawals through Active Mississauga for all Programs can be processed up to five calendar days prior to the Program start date. Transfers and Withdrawals after this date must be processed by community centre or Library staff or, with the exception of Library Programs, the Customer Service Centre.

Transfers and Withdrawals cannot take place after these deadlines unless:

- There are extenuating and/or unforeseen circumstances which have caused the participant to need to withdraw, such as a death in the family or other significant occurrence (the City may require documentation from the participant to support the claim). Approval of the Program Supervisor, Manager or Manager on Duty is required. The amount refunded will be the full fee for the Program, less the cost of any classes already held. ActiveAssist credits that have not expired will be returned to the customer's account

OR

- The participant has a medical condition that has caused the participant to need to withdraw.
 - Registration staff may process a Withdrawal due to a medical condition. A note from a licensed medical practitioner may be required but will not be retained by the City
 - Registration staff may direct the participant/main contact to the Program Supervisor or Manager on Duty for approval, if required (e.g. no supporting documentation is available)
 - Program Supervisor/Manager on Duty may request documentation in order to assess the appropriate refund, including backdating the proration for refund

Or

- The participant is Withdrawing due to dissatisfaction with the Program, and/or facility provided the reason for the dissatisfaction has been thoroughly investigated by the Program Supervisor, Manager or Manager on Duty and has been found to be justified. The Program Supervisor, Manager or Manager on Duty will assess the appropriate refund, including backdating the proration of refund, if applicable

Or

- The Transfer or Withdrawal has been initiated by City of Mississauga staff. The participant will be charged for classes already held.

Transfers and Withdrawals after the stated deadlines and for the reasons provided above require the approval of the Program Supervisor. Documentation outlining the justification for the Transfer or Withdrawal must be retained for audit purposes at the location where the request is processed.

Missed Classes

In the event that a participant is unable to attend a class, no make-up class or refund will be provided.

Cancellation of Program or Service by the City

In the event that a Program or service is cancelled by the City, every effort will be made to accommodate the participant in another Program or through another service. If there is no other Program or service which is satisfactory to the participant, a full refund of the cancelled portion of the Program or Membership will be provided.

Unclaimed Credit Balances

Unclaimed credit balances are credit amounts on customer accounts within the Recreation Management Software which have been unused for greater than seven years, the time period necessary for retention in accordance with the City's Records Retention By-law, as amended.

Annually, the Supervisor, Recreation Accounts, Customer Service Centre (CSC) will prepare an analysis identifying all active and unclaimed credit balances that are seven years old and older.

CSC staff will make three attempts to contact the owner of each customer account in order to arrange for refund of the credit using one or more of the following methods:

- Phone number on the account
- Email and/or direct mail on the account, and
- A database scan for contact information from potential duplicate accounts

The notification will advise the account owner that they will be required to prove their claim before a refund will be provided.

If there is no response or the owner cannot be located, the credit will be included in the annual list prepared by the Supervisor, Recreation Accounts and provided to the Director, Recreation for review. The Director, Recreation may authorize transfer of the unclaimed credits to the City's general funds.

Should a claim be brought forward within two (2) years of notice, a refund may be issued from the account the money was transferred to.

Revision History

Reference	Description
GC-0169-2005 2005 03 10	
GC-0194-2009 2009 04 08	Referenced Fee Assistance Program
GC-0646-2010 2010 12 15	
April 06, 2015	Scheduled review – admin revision for adult sport league payments
September 08, 2015	Administrative changes to reflect new program/ payment plans
November 6, 2017	Admin revision – Effective Nov. 1, 2017 membership transfers no longer permitted for the purchase of extra fees
September 17, 2018	Scheduled review. Minor admin revisions to reflect current practice.
December 18, 2018	Admin revision to reflect a change to the payment schedule and withdrawal terms for sport league participants.
January 4, 2019	Minor admin revisions for clarity; noted new location of CSC at Paramount Fine Foods Centre.
May 21, 2019	Minor admin revision to clarify transfers or withdrawals from week-long programs bundled for multiple weeks.
November 5, 2020	Revised to reflect revisions regarding withdrawal deadlines, etc., effective January 1, 2021.
July 14, 2021	Revised to include a process for unclaimed credit balances.