

## Refund and Cancellation Policy

### Purpose

The Town of Grimsby provides programs, memberships, and facility rentals for the community. This policy outlines the refund, transfer, and cancellation guidelines associated with these services. The intent of this policy is to provide clear and consistent procedures for participants and renters when changes or cancellations occur.

### Fitness and Recreational Programs

Withdrawals made one day prior to the program start date or on or after the first session are subject to a prorated refund, plus a 25% administrative fee applied to the remaining program balance.

### Camp and Aquatics Programs

Cancellation fees for camp and aquatics programs are based on the amount of notice provided prior to the program start date:

| Notice Provided Before Program Start | Cancellation Fee |
|--------------------------------------|------------------|
| 5 or more weeks notice               | 15%              |
| 4 weeks notice                       | 25%              |
| 2 weeks notice                       | 50%              |
| 2–7 days notice                      | 75%              |
| 1 day notice or after program start  | 100% (no refund) |

No penalty applies if cancellation is requested within 24 hours of registration.

### Transfers

Transfers within the same season are permitted at no cost, subject to program availability. Transfers between seasons are subject to the applicable cancellation fees.

### Memberships

All Town of Grimsby memberships are non-refundable.

### Facility Rental Cancellation & Rebooking

Facility rental cancellations and rebookings are subject to the following notice requirements:

| Notice Provided Before Rental | Cancellation & Rebooking Fee |
|-------------------------------|------------------------------|
| 60 or more days notice        | No charge                    |
| 14–59 days notice             | 25% of the rental charge     |
| 3–13 days notice              | 50% of the rental charge     |
| Less than 3 days notice       | 100% of the rental charge    |

Cancellation fees are calculated based on the total rental amount.

### Refund Processing

Refunds are issued to the original method of payment only. Account credits are not provided.