



TOWN OF NIVERVILLE-RECREATION

POLICY NO. R2-20: **COVID-19 Cancellation & Refund Policy**

EFFECTIVE DATE: **November 3, 2020** **RESOLUTION# 306-20**

REVISION DATE: _____ **RESOLUTION# _____**

Background: The following policy, pertaining to COVID-19, outlines the regulations and circumstances for program cancellations and refunds while public health orders are in effect. The Niverville Recreation Department commits to the promotion of health and safety for all participants amidst this global pandemic; therefore, in an abundance of caution, extra measures will be implemented.

Involving the Participant

- If a participant falls ill before the program start date, they are advised to remain absent from the program, contact Niverville Recreation immediately (prior to the program start), and follow public health protocol. This applies to all symptoms that are COVID-19 related, which have been identified by public health as the following:
 - Cough
 - Headache
 - Fever/ chills
 - Muscle aches
 - Sore throat/ hoarse voice
 - Shortness of breath/ breathing difficulties
 - Loss of taste or smell
 - Vomiting, or diarrhea for more than 24 hours
 - Poor feeding if an infant
 - Runny nose
 - Fatigue
 - Nausea or loss of appetite
 - Conjunctivitis (pink eye)
 - Skin rash of unknown cause

A refund will be issued less a \$10 processing charge and where applicable, convenience fees for credit card payments.

- If the participant falls ill during a multi-day or multi-week program, they should contact Niverville Recreation who will then notify the program instructor. A pro-rated refund will be issued less a \$10 processing charge and where applicable, convenience fees for credit card payments.
- If a participant must be tested for COVID-19 before the program start date and must drop out while awaiting test results, they should contact Niverville Recreation. A refund will be issued less a \$10 processing charge and where applicable, convenience fees for credit card payments.
- If a participant tests negative for COVID-19 and public health clears them to participate, but they still choose to drop out, no refunds will be issued unless request is submitted to Niverville Recreation a minimum of 7 calendar days prior to program start date; at which time they are eligible to receive a refund less a \$10 processing charge and where applicable, convenience fees for credit card payments.
- If a participant chooses to drop out of the program out of caution for COVID-19, they should contact Niverville Recreation. A refund less a \$10 processing charge and where applicable, convenience fees for credit card payments will be issued for all requests received by Niverville Recreation a minimum of 7 calendar days or more prior to the program start date. All requests submitted within 6 or less calendar days of the program start date will not receive a refund for the program fees nor any convenience fees for credit card payments.

Involving a Positive COVID-19 Case

- If a participant tests positive for COVID-19, 14 calendar days or less PRIOR to the program start day, they should contact Niverville Recreation immediately. A refund will be issued less a \$10 processing charge and where applicable, convenience fees for credit card payments.
- If a participant tests positive for COVID-19 within 14 calendar days AFTER the program, all communication regarding exposure will be communicated through public health.
- If a participant tests positive during the course of a program, the program will be cancelled until public health advises otherwise. Prorated refunds will be issued to all

participants less pro-rated convenience fees for credit card payments where applicable, depending on when the program is cancelled.

Involving Public Health Restrictions

- If a program is restricted to reduced gathering sizes below the program operating threshold or ordered to lock-down immediately, the program will be cancelled by Niverville Recreation, participants will be notified, and a full or prorated refund will be issued, including full or prorated convenience fees from credit card payments where applicable.
- If a participant refuses to follow public health guidelines, Niverville Recreation reserves the right to ask the participant to remove themselves from the program and a refund will not be issued. Compliance will be determined by the program instructor or Niverville Recreation. Ability to register for future programs may be revoked.

Involving the Instructor

- If the instructor of the program falls ill, whether confirmed to be COVID-19 or not, Niverville Recreation should be notified immediately and will attempt to find a replacement instructor or reschedule to a later date when it is appropriate to do so.
- If the instructor falls ill and cannot reschedule and a replacement cannot be found, the class will be cancelled by Niverville Recreation, and a full or prorated refund will be issued to participants, including full or prorated convenience fees from credit card payments where applicable, depending on when the program is cancelled.

Involving the Facility

- If the scheduled facility is closed due to COVID-19 related restrictions or sanitization, Niverville Recreation will make every attempt to transfer the program to an equivalent facility. The program start date may be delayed to accommodate facility changes or may be cancelled if an equivalent facility cannot be located. Full or prorated refunds will be issued should program cancellation occur, including full or prorated convenience fees from credit card payments where applicable, depending on when the program is cancelled.