

Facility Rental Cancellation / Refund / Credit Request

***Please note: Only completed request forms will be processed**

Facility Rental Cancellation Policy

Notification must be received by the Community Services Department no less than fifteen (15) calendar days prior to the date stated on the permit. **An Administration charge equal to 10% of the total facility fee will be charged.** Failure to comply with this policy will result in the loss of 50% of the total applicable facility fee. Requests received that do not meet the above cancellation policy will be denied. I have read and understand the "Cancellation Policy" as described.

Request Refund for Permit # _____ (attach copy of permit)

Date stamp by office staff:

Permit Holder's Name: _____

Phone Number: _____

Reason for Cancellation: _____

Time: _____

Note: Requests received that do not meet the above cancellation policy will be denied. I have read and understand the "Cancellation Policy" as described at the top of this page.

Refund Options (Please initial preferred option):

Note: an administration charge equal to 10% of the total facility fee will be charged. Failure to comply with this policy will result in the loss of 50% of the total applicable facility fee.

Credit or Refund of \$19.99 or less (after the administration charge is deducted):

- Credit on account – expiry 24 months from date issued (for original cash, cheque or debit card payments)
- Refund to original debit card (in person) or credit card

Refund of \$20.00 or more (after the administration charge is deducted):

- Refund by cheque (for original cash, cheque or debit card payments) – **must be in the name of the permit holder on the contract**
- Refund to original debit card (in person) or credit card

Signature

Date

Email completed forms to communityservices@clarington.net or drop off at any recreation facility.

FOR OFFICE USE ONLY

Received By: _____ Approved By: _____

(Facility Supervisor)

Notes: _____

Processed by: _____ Date: _____ Refund Amount: \$ _____