



## Abilities Centre

<b>STATEMENT of POLICY and PROCEDURE</b>			
Chapter:	Membership, Sales & Marketing	No.	<b>MSM 1.01</b>
Section:		Issued:	
Subject:	<b>CANCELLATIONS, HOLDS &amp; REFUNDS</b>	Effective:	May 31,2012
Issue to:	All Manual Holders	Page:	1 of 2
		Replaces:	
Issued by:	Director, Revenue Development	Dated:	

### **1 POLICY**

- 1.01 This policy outlines Abilities Centre's position for cancellations, holds and refunds of memberships and donations.

### **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that Abilities Centre operates clearly and transparently on matters related to cancellations, holds and refunds.

### **3 SCOPE**

- 3.01 The Statement of Policy and Procedure applies to memberships and donations.

### **4 RESPONSIBILITY**

- 4.01 Each employee and volunteer is responsible for observing rules of conduct that are normally accepted as standard in a business and in a charitable organization.
- 4.02 Managers are responsible for counselling employees and volunteers promptly when their conduct or behaviour is inconsistent with the intent of this Policy.

### **5 DEFINITIONS**

None

### **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

None

## 7 PROCEDURE

- 7.01 **Membership Cancellations and Refunds:** A membership can be cancelled anytime with at least 30 days notice before the next payment date. Cancellations must be done in person. Cancellations will not be accepted by phone or email. We may make exceptions for medical reasons only at Abilities Centre's discretion. Please note, cancellations will not be back-dated and no refund shall be issued on monthly payments. Please remember, 3, 6, and 12-month memberships paid in full will not be refunded.
- 7.02 **Membership Holds:** A member may hold their membership for a limited period of time. The hold process is intended for continuous members who will be temporarily absent from Abilities Centre for a minimum term of one (1) month and maximum term of three (3) months. A member must specify a start and finish date for the temporary hold of their account with Abilities Centre staff. Memberships will be automatically reactivated on the payment date of the original contract after three (3) months.
- 7.03 **Refunds of Donations:** Abilities Centre is a registered charity and eligible to accept and receipt donations in support of its mission. In most cases, a registered charity cannot return a donor's gift. At law, a gift transfers ownership of the money or other gifted property from the donor to the charity. Once the transfer is made, the charity is obliged to use the gift in carrying out its charitable purposes.
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