



**POLICY No. (Provided by Clerks)**  
**Recreation and Museums**  
**Programming Policy – Inclusion**  
**and Refunds**

**Originating Department**    Community & Development Services

**SMT Approval:**    [Click here to enter a date.](#)

**Council in Committee:**    2024-05-21

**Recommendation #:**

**Council Approval:**    2024-05-27

**Resolution #:**

**Revision History:**    [Click here for revision history](#)

**1. PURPOSE**

Haldimand County recognizes the importance of a Recreation and Museums Programming Policy for Inclusion and Refunds as a means to ensure a fair, clear and consistent approach for all Participants and/or parents and guardians who are registering for Recreation or Museums programming.

The purpose of this policy is to establish the criteria, parameters and definitions for Inclusion and Refund requests, as well as supporting the ability for the County to offer Programs.

**2. DEFINITIONS**

**Inclusion** – An opportunity for requested 1:1 support for those Participants/Registrants who require assistance during Programming (i.e. behavioural, emotional, physical supports).

**Participant/Registrant** – Any individual registered for a Haldimand County Program (Recreation or Museums).

**Payer** – The individual or organization(usually a parent and/or guardian) who has paid for the Program through the County’s registration system.

**Programming/Program** – Recreation and Museums Programs offered throughout Haldimand County (i.e. Aquatic Programs, Camps, PA Day Programming, Workshops, etc.).

**Refund** – When the Participant/Registrant will no longer be participating in a Program, the refund amount is sent back to the original Payer only when a written Refund request is received and approved by County Staff..

**3. POLICY**

- 3.1. **Administration of the Recreation and Museums Program Policy – Inclusion and Refunds** is through the Community Development & Partnerships Division. The Supervisor, Community Programs & Events and the Supervisor, Heritage & Culture, and/or their designate, will coordinate the requests, any associated staff requirements and implementation process, to ensure compliance with the policy.
- 3.2. **Registrations** will be accepted and administered through Haldimand County’s online registration system as Programs are offered.
- 3.3. **Requests for Inclusion or Refund** will be accepted in writing via email to either [recreation@haldimandcounty.on.ca](mailto:recreation@haldimandcounty.on.ca) or [museums@haldimandcounty.on.ca](mailto:museums@haldimandcounty.on.ca) including the nature of the request (need for Inclusion support or Refund).
- 3.4. **Fees** for Programming will be noted through the online registration system.
  - 3.4.1. **Inclusion** supports, when available by Haldimand County staff, will be at no additional fee. In situations where Haldimand County staff are not available, Participants will be able to bring their own support person who must abide by the following:
    - Support persons should display sound judgment, maturity and knowledge to make decisions related to the Participant’s well-being while in Programs;
    - Support persons must stay for the duration of the Program and in the Program area with the Participant unless permission is received in writing in advance from parent and/or guardian;
    - Support persons will work with Haldimand County Programming staff to assess and/or implement suggestions and/or changes for modified Programming (when necessary);
    - Support persons 18 years and over are required to provide a current LE220 - Vulnerable Sector Check (VSC) documentation. According to the Criminal Records Act, section 6.3, “vulnerable persons”, vulnerable person means a person who, because of their age, a disability or other circumstance, whether temporary or permanent: a) is in a position of dependency on others; or b) is otherwise at a greater risk than the general population of being harmed by a person in a position of trust or authority towards them.
  - 3.4.2. **Refunds**, minus an administration fee of 20% of the Program cost, will be permitted up to ten (10) business days prior to the start of the Program.
    - 3.4.2.1. There will be no partial Refunds or make-up classes for absences due to minor illness, vacation, weather, emergencies or maintenance closings (i.e. Pool Fouling). Withdrawals from Program registration will be permitted up to ten (10) business days before the Program begins. In such cases, an administrative fee of 20% of the Program cost per Participant will be deducted prior to sending a Refund to the original Payer through the registration system. Refunds will not be granted for withdrawals requested less than ten (10) business days before the Program begins.
    - 3.4.2.2. **Full Refunds** will only be issued if Haldimand County cancels a Program or if a Participant is medically unable to participate, in which case medical documentation will be required.

REVISION HISTORY			
REPORT	CIC	COUNCIL	DETAILS

	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	

DRAFT