


Cancellation Fees and Refunds

FA 229

SECTION: Finance and Administration DEPARTMENT Finance	EFFECTIVE DATE: February 2011 DATE LAST REVISED: August 2023	Approved by:  <hr/> Chief Executive Officer
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POLICY STATEMENT:

Kerry's Place Autism Services (Kerry's Place) will ensure a fair and equitable, clearly defined and uniformly administered cancellation and refund policy, for cancellations and withdrawals from services and supports including training and events.

Purpose:

To provide a financially-responsible and consistent set of procedures for cancellations and refunds depending on the circumstance(s).

Scope:

This policy applies to all parties who have paid for services and supports including training and events provided by Kerry's Place.

Roles and Responsibilities:

Person/Families Accessing Services:

- Read, understand and agree to the terms set out in the policy, invoice, or service agreement.

Employee:

- Communicate need for refunds within timelines.
- Follow procedures for when to issue a refund.

Manager/Director:

- Ensure refund procedure is being followed.
- Follow up with any parent concern.

Finance Department:


- Support processing of fees and refunds in payment system
- Keep accurate and up-to-date records of refunds.

Communication:

Managers will communicate the information in this policy to employees, persons supported and families accessing services for all service agreements, training and events being offered.

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Standard/Procedure:

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Consultation Appointments

Cancelled by Kerry's Place: A refund will be issued if appointment cannot be rescheduled within a reasonable timeframe.

Cancelled by Supported Person/Family: A full refund will be issued if cancellation is provided 24 hours prior to appointment. No refunds will be available for cancelled consultation appointments with less than 24 hours' notice.

Program Cancellation/Inclement Weather: Kerry's Place may cancel a program due to low enrollment or unforeseen circumstances. If this occurs, and the activity cannot be rescheduled, a full refund will be issued, with no administrative fee charged.

Late/No shows: When the attendee is late or does not attend the scheduled appointments, the time missed will not be returned and a refund will not be provided.


Workshops / Training:

Cancelled by Supported Person/Family: Cancellation must be received at least 7 days before the start of the workshop/training. A full refund, minus a \$25.00 administrative fee, will be applied when 7 days' notice is provided. If 7 days' notice is not provided, a full refund will only be issued if the vacancy can be filled. Refunds will not be issued for a missed day during a training session.

Late/No shows: When the attendee is late or does not attend the scheduled appointments, the time missed will not be returned and a refund will not be provided.

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Groups/Camp

Cancelled by Kerry's Place: Kerry's Place may cancel a program due to low enrollment or unforeseen circumstances. If this occurs, and the activity cannot be rescheduled, a full refund will be issued with no administrative fee charged.

Removal from Program: Participation in our programs is dependent upon the ability for Kerry's Place to meet the needs of the supported person. To ensure adequate support is in place at the start of a program, it is imperative that specific needs are shared prior to the start of the program. This will ensure a positive and successful experience for the participant at the program. If behaviour, actions or medical condition are not compatible with the program, Kerry's Place will assist in finding alternative options. A pro-rated refund will be provided.

Medical Withdrawal: If the participant needs to withdraw from the program due to a medical condition, a medical certificate/note is required to receive a pro-rated refund for the remainder of the program, at the Manager's discretion. No administrative fee will be charged.

Illness During Service: Participants are not to attend if sick. Due to the nature of groups/camp services, missed time will not be rescheduled. Participants who become ill during the program will need to be picked up. No refund will be applied in this instance.

Cancelled by Supported Person/Family: For Groups/Camps cancellation must be received at least 7 days before the start of the program. A full refund, minus a \$25.00 administrative fee, will be applied when 7 days' notice is provided. If 7 days' notice is not provided, a full refund will only be issued if the vacancy can be filled. Refunds will not be issued for a missed day during a program.


Late/No shows: When the attendee is late or does not attend the scheduled appointment, the time missed will not be returned and a refund will not be provided.

Respite/Direct Services

Removal from Program: Participation in our programs is dependent upon the ability for Kerry's Place to meet the needs of the supported person. To ensure adequate support is in place at the start of service, it is imperative that specific needs are shared prior to the start of the program. This will ensure a positive and successful experience for the participant. If behaviour, actions or medical condition are not compatible with the program, Kerry's Place will assist in finding alternative options. A pro-rated refund will be provided.

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Medical Withdrawal: If the participant needs to withdraw from the program due to a medical condition, a medical certificate/note is required to receive a pro-rated refund for the remainder of the program, at the Manager's discretion. No administrative fee will be charged.

Illness Prior To/During Service: Participants are not to attend if sick. Participants who are ill must provide notification prior to the scheduled service. Wherever possible, virtual services will be used and/or direct service will be rescheduled for the next available opportunity; however service will not be extended to make up for missed time not previously rescheduled. Participants who become ill during service provision will need to be picked up. No refund will be applied in this instance.

Cancelled by Supported Person/Family: Services can be rescheduled if cancellation is provided 24 hours prior to appointment, at Manager's discretion. Refunds cannot be provided for Direct Services cancelled with less than 24 hours' notice.

Late/No shows: When the attendee is late or does not attend the scheduled appointments, the time missed will not be returned and a refund will not be provided.

Program Cancellation/Inclement Weather: Kerry's Place may cancel a program due to unforeseen circumstances. If this occurs, and the service cannot be rescheduled, a full refund will be issued.

For Respite (Overnight, Day, After School), notification must be received by 3:00 pm the last business day prior to the scheduled respite visit. Example: Sunday visit must be cancelled by 3:00 pm on Friday. Credit will be applied to a future scheduled visit, wherever possible. Any last minute cancellations will result in no refund/credit.

Notice:


- *Non-attendance does not constitute notice of withdrawal/cancellation.
- *Participants wishing a refund must notify the Program Staff/Manager. Alternately the Coordinator indicated on the Invoice or intake@kerrysplace.org can be contacted, if needed.
- *Money will be refunded according to the original payment method. Refunds past 60 days from time of purchase will be provided by cheque.

Evaluation

This policy will be reviewed every three years by the Finance department in collaboration with the Executive Management team.

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