

## Fredericton Recreation & Leisure Payment Policy

### **One-Time Events and Tournaments**

Payment for one-time events, including tournaments, is required in full at the time of booking (within 2 business days). Access to the facility will not be permitted until the payment has been received.

### **Recurring/League Bookings**

Payments for recurring or league bookings must be made one month in advance (e.g., bookings for the month of October must be paid in September). A contract for the upcoming month will be sent to users, and full payment is due upon receipt (within 2 business days) of the contract. Failure to make payment as scheduled will result in cancellation of contract.

If changes to the contract occur during the month, any resulting debits or credits will be reflected in the following month's invoice. At the end of the season, all outstanding balances must be paid in full for users to secure bookings for the subsequent season. Any credits accrued at the end of the season can be refunded or applied to the account for future bookings.

### **Payment can be made:**

1. Online by logging into your account [here](#). Please use the same e-mail address that you used in submitting your application. If this is your first time logging in, you will need to reset your password.
2. Over the phone with a credit card by calling (506) 460-2020 between 8:15am and 4:30pm Monday to Friday.
3. In person at the Service Center (rear entrance of City Hall at 397 Queen Street) between 8:30am and 4:30pm Monday to Friday. The Service Center can accept payments in cash, cheque, debit, or credit card. A drop-box for cheques is available after-hours.



## Fredericton Recreation & Leisure Refund Policy

### **Facility Bookings**

Clients who cancel their rental contract **14 days or more** prior to the rental date will receive a **full refund**. Cancellations made **within 14 days** of the rental date are eligible for a **50% refund**, unless the rental period can be rebooked by another client, in which case a full refund will be issued.

Cancellations resulting from **facility-related issues or weather conditions** will be **fully refunded** at any time.

Changes to a facility contract (e.g., modification of day, time or facility) **within 14 days** of the rental date will result in a change fee of \$25, each time a change is requested.

### **Activities and Programs**

Transfers or Replacements:

If a transfer of activity/program is required (day, time or level) fees already paid will transfer to new activity/program. Difference of fees will be the responsibility of the client.

Cancellations:

Clients who are unable to attend a paid drop-in program (e.g., public swim, Nashwaaksis Fieldhouse drop-in) are eligible to receive a **credit on their account**, which may be applied toward a future recreation program.

Clients who withdraw from a session-based program (e.g., swimming lessons, skateboard camps) **14 days or more** prior to the program start date are eligible for a **full refund**. Withdrawal requests made **within 14 days** of the program start date are eligible for a **50% refund**. If a client is withdrawn from a program by the City of Fredericton, before the beginning of the session, a full refund will be issued.

Clients who withdraw **after a program has started** will receive a **50% refund**. Please note: No refunds will be issued for swimming lessons **after the third class of the session**.

Clients may choose to retain their session credit for future use. Credits may be applied in full toward a future program **prior to the start** of the new session.

