



## Purpose

To establish guidelines for facility rental cancellations.

## Definitions

N/A

## Policy

- 1.0. Refunds are provided to renters that provide written notice to [booking@zorra.ca](mailto:booking@zorra.ca) at least 15 calendar days prior to the booked date. A Recreation Administrative Fee (as per the Township's 11-09 Fees By-law) will be deducted from all refunds.
- 2.0. Cancellations made within 15 days of the booking date are not eligible for a refund. However, renters may reschedule to a mutually agreed-upon available date within the same calendar year. No refunds will be issued for the re-scheduled date.
- 3.0. For events booked in the large hall under a Special Event (including weddings, receptions, dances, and large community events) or Stag and Doe, a 50% non-refundable booking deposit is required. Failure to provide required proof of insurance or permits 14 days prior to the event may result in cancellation without refund. All 50% booking deposits are non-refundable.
- 4.0. In extenuating circumstances (such as severe weather, compassionate grounds or an unexpected emergency), a supervisor may be able to approve a full or partial refund outside of the timelines listed above. Please note that documentation may be required.

## Next Revision Date:

This policy shall be reviewed every 5 years.

The next revision date is April 2031.

## Accessible Format

If you require this document to be in an accessible format, please contact the Director of Corporate and Protective Services at [clerk@zorra.ca](mailto:clerk@zorra.ca) or 519-485-2490 ext. 7228.