



McKenzie Towne Council Refund Policy

All refund requests must be submitted in writing on the Class Transfer & Refund Request Form to McKenzie Towne Council (MTC), or as an e-mail to rec@mtcouncil.com.

1. Refund request final balances less than \$40, will be credited your account as a Credit Note.
2. Refund request final balances of \$40 or more can be refunded by credit note to your account or sent as a cheque, by mail.

Refund by Cheque: Cheque refunds will not be provided if the class fee or refund's final balance is under \$40. A \$20 administration fee will be applied if a cheque refund request is made 13 or less before the start date of class.

Refund by Credit Note: A \$10 administration fee will be applied if a credit note request is made 13 days or less, before the start date of class.

Please note:

- Refund requests submitted 14 days or more prior to the class start date – a full refund will be received.
- Refund requests submitted 13 days or less prior to the class start date – a prorated refund plus an administration fee will be applied.
- Refund requests submitted after the second scheduled class – NO REFUND WILL BE ISSUED – unless a doctor's note has been provided.
- MTC does not offer refunds by Credit Card or Debit Card.
- **Residents** of McKenzie Towne (in good standing) with an unused credit note on their account by April 15th, will be notified that they can either apply the credit towards their MTC Annual Fee OR have the credit amount refunded to them by cheque, sent through mail, to the address listed on the account.
- **Non-Residents** can only receive a refund in the form of a cheque through the mail. Cheques take approximately 2-4 weeks to be processed and mailed.