

## Ingersoll Community Services –Membership Cancellation & Change Policy

**Effective Date:** May 22, 2025

To maintain the integrity of our membership services and ensure equitable access to programs and facilities, the following cancellation and change policy applies to all **Ingersoll Community Services memberships**, including memberships for the Victoria Park Community Centre and Ingersoll District Memorial Arena.

### **Auto-Renewing 20-Day Written Notice Requirement**

All requests for **membership cancellations, downgrades, or significant changes** (e.g., removing a member, transferring, or modifying billing information) must be submitted **in writing 20 calendar days** prior to the desired effective date.

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#### **Policy Details:**

##### **1. Written Notice Submission:**

- Requests must be submitted **in writing** via:
  - Email to: [CommunityServices@Ingersoll.ca](mailto:CommunityServices@Ingersoll.ca)
  - In person at the front desk with a completed **Membership Cancellation/Change Form**
- Verbal requests (in person or over the phone) will not be accepted however you may direct the caller to send their request via email.

##### **2. Notice Period:**

- The 20-day notice period begins **on the date the written request is received** by Ingersoll Community Services staff.
- Requests received with fewer than 20 days' notice will generally be applied to the next billing cycle; however, if the upcoming payment has not yet been processed and can be stopped, **we will make every reasonable effort to accommodate the request.**

### 3. Final Billing:

- Members may be charged for up to **one additional billing cycle** depending on the timing of the request within the notice period.
- After **two** NSF (non-sufficient funds) charges, the member will become **ineligible for auto-renew membership options**.

### 4. Refunds & Credits:

- No partial-month refunds will be issued.
- If a refund is approved (e.g., in cases of documented medical reasons), it will be issued according to the Town's refund procedures and may be subject to administrative fees.

### 5. Freezes/Pauses/Suspensions:

- At no time will be make the exception to pause or freeze memberships. This practice is non-negotiable.

### 6. Transfers:

- Memberships are non-transferable between individuals; however, upgrade between membership types (e.g., from a one-person household to a four-person household) may be accommodated at the time of request, at the discretion of Reception staff, provided the change is deemed reasonable and feasible in the moment.

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## 1-Month Memberships

One-month memberships are **non-refundable, non-transferable, and not eligible for credit**.

Cancellations are not permitted. Upon purchase, members will receive full access to the facility for a period of one month, beginning on the date of purchase.

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## Registered/Sessional Programs

- **Before Session Start:**  
If a cancellation request is received at least **three business days prior to the program start date**, a **full refund or account credit will be issued**. Requests received **with less than three business days'** notice may be eligible for a **full account credit** or a refund, **less a \$20 administrative fee**.
- **After Session Start:**  
If the session has already begun (defined as at **least one class having taken place**), patrons may be eligible for a **full account credit, minus the cost of any classes attended**. Alternatively, a **refund may be issued, less a \$20 administrative fee and the cost of any classes attended or services delivered**.
- **Transfers:**  
Transfer requests will only be considered within the first two weeks of the program and are **subject to course availability and prerequisite requirements, at the discretion of the program supervisor**. Patrons are responsible for any **price difference** between courses. Any remaining balance will be issued as an **account credit only**.
- **Auto-Renew Membership Perks Eligibility:**  
To be eligible for auto-renew membership perks during sessional programs (e.g., swim lessons), the membership must remain active and up to date for the full duration of the program.

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## Daily Programs

Daily programs become accessible **seven (7) days prior to their start date**.

Due to limited capacity and high demand:

- **Preregistration is strongly encouraged.**
- **Credits or transfers** may be granted, provided **registration is still open** at the time of the request.

For assistance, please contact **519-425-1181, ext. 0**.

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### Fusion Membership

- Memberships to the Fusion Youth Centre may be restricted, suspended, or cancelled by the Town of Ingersoll staff at any time without notice and reimbursement. In the same manner, parents/guardians can restrict, suspend or cancel their child's membership at any time by calling 519-425-4386 or visiting the centre. Memberships cancelled or suspended by parents/guardians will not be reimbursed for any reason.
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### Birthday Parties

- **Full payment is required within five days of the invoice creation date, or the contract will be considered null and void.**
  - Cancellations made **5 business days in advance** may be eligible for a **refund**, subject to a **\$20 administrative fee**.
  - Cancellations made **less than 5 business days before the event** are **not eligible for a refund**.
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### Point of Sale Transactions

All retail product sales are **final**.

- **Refunds** will only be issued in the event of an **administrative error**.
  - **Product exchanges are not permitted**.
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### Private Meeting Room Bookings

- **Cancellations made at least 72 hours in advance** are eligible for a **full refund**.
  - Cancellations made **with less than 72 hours' notice** are **non-refundable**.
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### Regular User Groups

- Cancellations must be made at least **seven (7) days in advance**.

- If a cancellation is received with **less than 7 days' notice**, the group will be **responsible for the full booking cost**.