

## **Scouts Canada Registration Refund Policy**

Requests for a registration refund must be initiated by the Member's Parent/Guardian in writing with their associated Group regardless of the method of payment. Any requests for registration refunds which are received by the Scouts Canada Help Centre will be re-directed to the Group.

Full-time members pre-registering for the new Scouting year starting September 1 would be eligible to withdraw from the program with a full refund if a request is initiated on or before October 31. There would be no refunds issued after that date.

Full-time members registering September 1 or later would be eligible for a full refund if initiated within 45 days of the first meeting attended or the member's registered date in Myscouts, whichever date came first. There would be no refunds issued after 45 days.

Refunds are issued in the manner in which the original payment was made once authorized. No credits will be issued for future registrations.

Under all circumstances, the Council maintains the right to refuse any refund request with cause. Special circumstances for considering refund requests outside the above specified timelines will be reviewed on a case by case basis by the Council of record.



## **Registration Refund Procedures**

Members who are Group-registered (paid by Group Cheque)

1. The refund request is to be directed to the appropriate Scouting Service Centre (Council Office) using the Scouts Canada Registration Refund Request form as completed by the Group Commissioner, Registrar or Treasurer, along with the Parent/Guardian written request. Any refund requests received by the Scouts Canada Help Centre are re-directed to the Group.
2. The refund request will be processed within 10 business days from the date the request was received.
3. The Council verifies receipt of registration and Group payment (verify application date and applicable registration period for fees paid). Requests will not be processed if the application and fees for the individual have not been received by Council.
4. Using MyScouts, the Council verifies that a refund had not previously been processed and confirmed when they were entered into the system.
5. The Council verifies any applied subsidy assistance (if so, this amount would be subtracted from refund).
6. The Council verifies the first meeting attended (indicated on the Registration Refund Request form).
7. The Council compares the above to the applicable policy to determine eligibility and make a decision to authorize the refund or not. Outcome options are as follows:
  - a) If YES: The Council informs the Group that the refund cheque to the Group is being processed by the Council and states the amount. The Council is responsible for changing the member status to "Inactive" and voiding the registration invoice in Myscouts. The Group is responsible for issuing the refund back to the parent.
  - b) If No: The Council informs the Group the reason(s) why the refund was refused. The Group can choose to leave the individual "Active" as they are still a member, or "Inactive" with respect to their Group.



## Members who are Self-registered (paid by personal credit card)

1. The refund request is to be directed to the appropriate Scouting Service Centre (Council Office) using the Scouts Canada Registration Refund Request form as completed by the Group Commissioner, Registrar or Treasurer, along with the Parent/Guardian written request. Any refund requests received by the Scouts Canada Help Centre are re-directed to the Group.
2. The refund request will be processed within 10 business days from the date the request was received.
3. Using MyScouts, the Council verifies that a refund had not previously been processed and confirms when they were entered into the system.
4. The Council verifies the first meeting attended (indicated on the Registration Refund Request form).
5. The Council compares the above to the applicable policy to determine eligibility and make a decision to authorize the refund or not. Outcome options are as follows:
  - a. If YES: The Council informs the National Finance Department the amount to be refunded. The National Finance Department is responsible for making the member “Inactive”, voiding the registration and processing the credit card refund. The Council informs the Group the amount of the refund that is being processed on the credit card by the National office.
  - b. If No: The Council informs the Group and the National Finance Department as to the reason(s) why the refund was refused. The Group can choose to leave the individual “Active” as they are still a member, or “Inactive” with respect to their Group.

