



Task Title: Refund Policies for Community Classes

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☒ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☒

Task Description: The learner will review policies for recreation policies and answer questions about class refunds.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2

Materials Required:

- Pen/pencil and paper and/or digital device
- Computer

Learner Information

Customer service representatives and other staff members may need to respond to questions about policies and procedures. People who sign up for courses should also be aware of the circumstances under which they can cancel and receive a refund if they choose not to attend.

Go to the City of Hamilton's website and scan the information about refunds for recreation programs:

<https://www.hamilton.ca/things-do/recreation/customer-service/recreation-refunds>

Work Sheet

Task 1: A customer paid for a program with a personal cheque. This program is fully refundable before the start date. What may be deducted from the refund amount that is issued?

Answer:

Task 2: A customer purchased an annual membership. After 7 months, they request a refund. List any policies that explain refunds under this circumstance.

Answer:

Task 3: A customer used a Visa card to pay for a drop-in gym session. They no longer wish to attend. List any policies that explain refunds under this circumstance, including how the refund would be issued.

Answer:

Task Title: RefundPoliciesForCommunityClasses_EI_A1.2

Task 4: A customer paid for a Bronze Cross course with a personal cheque. They have attended the first class but do not want to attend any longer. List any policies that explain refunds under this circumstance.

Answer:
