



## Richmond Hill Public Library Board

# PAYMENT AND REFUND POLICY

### **1.0 Purpose and Scope**

Richmond Hill Public Library Payment and Refund Policy is intended to consolidate all aspects of RHPL policies regarding methods of payment and acceptable refunds. More information regarding each section of this policy can be accessed in the five related policies cited at the end of the document.

### **2.0 Methods of Payment**

Acceptable methods of payment at Richmond Hill Public Library are cash, personal cheque, money order, debit cards, Visa and Mastercard.

Personal cheques and money orders must be made payable to Richmond Hill Public Library. Personal cheques must be accompanied by a valid driver's license. Refunds on payments by personal cheque are subject to a 20% Administrative Fee. Post-dated cheques are not accepted.

### **3.0 Library Materials**

#### **3.1 Library Materials – Payment**

Payment for lost and damaged library materials is based on the full replacement cost of the item including costs to acquire, catalogue and process the item. A non-fundable processing fee of \$5.50 plus HST will be assessed at this time.

Replacement copies or donations in lieu of payment are not acceptable.

Damaged material remains the property of Richmond Hill Public Library after applicable charges have been paid.

### **3.2 Library Materials – Refund**

Refunds on payments for lost library materials can be requested within three (3) months of the date of payment. Customers must produce their receipt to receive the refund.

Cash, personal cheques, money orders and debit card payments that are \$20 or less will be refunded in cash.

Refunds over \$20 will be refunded by cheque issued to customers within 45 days of the date of the Library's cheque requisition.

All Debit, Visa or MasterCard refunds will be credited back to the customer's credit card.

If the original payment was made by cheque, the customer will not receive a refund until the Library has confirmed that the cheque has cleared the bank.

### **3.3 Library Materials – Interlibrary Loans**

The borrower is responsible for the full replacement cost of lost or damaged items, as assessed by the lending library. A non-fundable processing fee of \$5.50 plus HST will be assessed at this time.

## **4.0 Programs**

### **4.1 Program Payment**

Payment must be made when registering for a Library program, in person or online.

## **4.2 Program Refunds**

A full refund will be issued if the Library cancels a program.

A refund, less a 20% administrative fee, will be issued if the customer makes a refund request accompanied by the original receipt at least 72 hours before the program starts. If program fees are less than \$5.00, no refund will be issued.

Cash, personal cheques, money orders and debit card payments that are \$20 or less will be refunded in cash.

Refunds over \$20 will be issued by cheque to be issued to customers within 45 days of the date of the Library's cheque requisition.

All Debit, Visa or MasterCard refunds will be credited back to the customer's credit card, with the exception of registration fees paid online. Online payments, if \$20 or less, will be refunded in cash. Refunds over \$20 will be issued by cheque.

If the original payment was made by cheque, the customer will not receive a refund until the Library has confirmed that the cheque has cleared the bank.

**No refunds will be given after a program has started.**

## **5.0 Meeting Room Rentals**

### **5.1 Meeting Room Rentals – Payment**

Room bookings will not be confirmed until signed copies of the Meeting Room Rental Agreement form are returned and all fees are paid.

## **5.2 Meeting Room Rentals – Cancellation and Refunds**

Refunds for prepaid bookings will be issued, less a 20% Administrative Fee if the cancellation is made at least seven (7) days before the booking date. Cancellations made within seven (7) days of the booking will be non-refundable.

Should there be a Library closure due to unforeseen circumstances such as inclement weather or power outage, all fees will be refunded in full. The Library assumes no responsibility for any other cost occurred by the renter.

## **6.0 York Region Transit Bus Pass and Ticket Sales**

All requests for refunds for YRT Fare Media must be applied for at YRT Head Office. The Library does not provide refunds for YRT Fare Media.

## **7.0 Filming and Photography**

All fees for commercial filming and photography are non-refundable.

## **8.0 Non-Sufficient Funds (NSF) Cheques**

There is a \$43.00 service charge on NSF cheques received as payment for library fees or services. The replacement payment must be cash; money order; certified cheque; debit card; Visa; or MasterCard.

The Library reserves the right to suspend library privileges until NSF cheques are replaced.

The Library reserves the right to suspend chequing privileges if cheques are returned NSF.

## **9.0 Proctoring**

Fees paid for the proctoring service are non-refundable.

**10.0 Related Policies**

- 1.0 Circulation Policy
- 2.0 Fees and Service Charges Policy
- 3.0 Filming and Photography Policy
- 4.0 Meeting Room Rental Policy
- 5.0 Proctoring Policy

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<b>Dates</b>	<b>Motion #</b>
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