



## Payment & Refund Policy

Policy Number: O | 19-00

Policy Approval Date: February 8, 2022

Policy Review Date: February 2026

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### Definitions

Annex – 1 Minerva St. E.

Friends – Friends of the Library

HPL – Huntsville Public Library

Library – Huntsville Public Library

POS – Point of Sale

### Purpose

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

### Methods of Payment

Acceptable methods of payment at HPL are cash, personal cheque, debit cards, VISA and MasterCard.

Personal cheques must be made payable to Huntsville Public Library. Personal cheques must be accompanied by a valid driver's license. Post-dated cheques are not accepted.

### Library Materials

#### 1. Library Material - Payment

Payment for lost or damaged library materials is based on the full replacement cost of the items including posts to acquire, catalogue, and process the item. A non-refundable administrative fee will be applied.

## **2. Library Materials - Refund**

Refund on payments for lost library materials can be requested within thirty (30) days of the date of payment. Users must produce this receipt to receive the refund. The administrative fee is non-refundable.

Refunds for payments made by cash, cheque, debit, and credit cards will be completed via a cheque issued to the users within thirty (30) days of the cheque requisition.

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

## **3. Library Materials - Interlibrary Loans**

Users of interlibrary loan materials are responsible for the full replacement cost of lost or damaged items as assumed by the lending library.

## **Programs**

### **1. Program Payment**

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

### **2. Program – Refund**

Registration and admission fees are non-refundable, including where the program does not meet the expectations of the user, except under the following circumstances:

- If the library user cancels registration five (5) business days before the program begins, fees \$10.00 or greater will be fully refunded; fees less than \$10.00 will be credited to the user's account.
- If the Library cancels the program, all fees \$10.00 or greater will be refunded in full; fees less than \$10.00 will be credited to the user's account.
- No refunds will be given after a program has started.

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

Refunds for payments made by cash, cheque, debit and credit cards will be completed via a cheque issued to the users within thirty (30) days of the cheque requisition.

## **Facilities Rental**

As stated in the *Facilities Rental Policy* approved by the Library Board, cancellations should be reported at least seven (7) days in advance, freeing rooms for other bookings.

Business days for room rental administration are Monday to Friday from 9:00am to 5:00pm.

Bookings cancelled:

- Seven (7) business day before the rental date will receive a full refund.
- Two (2) to seven (7) business days before the rental date will receive a 50%.
- Less than two (2) business days before the rental date will be charged the full rental fee.

At the discretion of the Library, a full refund will be given for cancellations due to unforeseen circumstances i.e.: weather, power outages, and pandemics. The Library assumes no responsibility for any other costs assumed by the renter.

## **Town of Huntsville Bus Passes**

The Town of Huntsville does not provide refunds for Town of Huntsville Bus Passes.

## **Exam Invigilation**

Fees paid for exam invigilation are non-refundable.

## **Friends of the Library**

Any refund on monies to the Friends of the Library will be reviewed and processed by the Friends.

## **Returned (N.S.F.) Cheques**

There is a \$45.00 service charge on N.S.F. cheques received as payment for library fees or services. This replacement payment must be cash, certified cheque, debit card or VISA/MasterCard.

The Library reserves the right to suspend Library privileges until N.S.F. cheques are replaced.

The Library reserves the right to suspend chequing privileges if cheques are returned N.S.F.

## **Related Documents**

Accounts Receivable Policy – Town of Huntsville

Circulation & Fines Policy

Facilities Rental Policy

Fee Schedule

Interlibrary Loan Policy

Materials Selection Policy

Membership Policy

## **History**

Approved by the Huntsville Public Library Board February 8, 2022

September 9, 2019 | O19-00.

June 11, 2018 | Motion 18-64.