



## PAYMENTS, REFUNDS and CASH LEGAL TENDER

<b>Policy No.:</b> CS-FIN-5	<b>Council Resolution No.:</b> 715/2019
<b>Department:</b> Finance	<b>Authority:</b> Council
<b>Effective Date:</b> December 1, 2015	<b>Revision Date:</b> December 16, 2019
<b>Review Date:</b> December 2022	<b>Repealed Date:</b>
<b>Supersedes:</b> NO. 76M-85910 & NO. 3C-641/81	
<b>Related Procedure No.:</b> CS-FIN-5	
<b>Related Procedure Name:</b> Payments, Refunds and Cash Legal Tender	

### Purpose

The Town of Taber primarily accepts cash, debit cards and cheques as a form of payment for fees and services.

The Town of Taber also accepts Visa, MasterCard and American Express credit cards as a form of payment at the Transfer Station and for registration of recreation programs, program fees, admissions, and reservations/bookings of recreation facilities and sportsfields only at the Aquafun Centre and online.

Legal Tender is a medium of payment allowed by law or recognized by a legal system to be valid for meeting a financial obligation. If bank notes are being offered as cash, they must have been issued by the Bank of Canada as no other bank notes are "legal tender" in Canada.

### Policy Statement

#### Payments

- 1) The Town of Taber will follow the Canadian Currency Act in regards to the limits set with regard to payment of debt with coins.
- 2) The Town of Taber does not have a legal obligation to accept any particular Canadian coin or bank note in a retail transaction.
- 3) The Town of Taber accepts cash (including all Canadian bank notes and coins), cheques, and debit cards as forms of payment.



- 4) The Town of Taber accepts Visa, MasterCard and American Express credit cards as a form of payment at the Transfer Station and for recreation services to include: Aquafun Centre facility bookings and program registrations; Sportsfields facility bookings; Admissions, Arena facility bookings and Shinny passes (excluding public skating fees); Auditorium and meeting room bookings (excluding damage deposit); Tennis Court key purchases; and Programs Fees (Programs, Fun Run). These payments may be made in person or online. Credit card payments may be made in person or online.
- 5) The Town of Taber will accept the Penny as means of payment, however, will not give change or refunds with Pennies, rather it will use the symmetrical rounding adopted by all Federal government entities for cash transactions with the public. Only the final amount in a cash transaction (or equivalently; the change owed) shall be subject to rounding. Duties, fees, & taxes shall be tabulated in their exact amount prior to rounding, this includes GST. Payments made using non-cash methods such as cheque, debit card, or internet banking do not need to be rounded as they are settled electronically to the exact amount.
- 6) The Town of Taber will check all large bank notes using the security features set by the Federal Government and the Royal Canadian Mint. Checking these notes will protect the Town of Taber's monetary funding and eliminates the opportunities for counterfeiters.
- 7) If the Town of Taber accepts a bank note that is suspected to be counterfeit, the bank note shall be set aside and immediately turned over to the Taber Police Service.
- 8) The Town of Taber reserves the right to decline any bank note or to ask the customer for a different bank note.
- 9) Chamber Bucks and any other forms of promotional dollars or promotional monies are not considered legal tender in accordance with the Canadian Currency Act and are not a recognized or acceptable form of payment for the Town of Taber.
- 10) A service fee will be charged on any returned cheques as Non-Sufficient Funds (NSF), Stop Payment or Funds Not Cleared.

## **Refunds**

- 1) If the original payment was made by cash, debit card or cheque, then the refund will be issued by cheque.
- 2) If the original payment was made by a credit card, then the refund will be credited to the credit card used for the original payment.
- 3) Credits for recreation programs will not be issued on account.
- 4) Participants will receive a full refund if a recreation program is cancelled by the Town of Taber prior to the start date of the program,



- 5) Participants will receive a pro-rated refund if:
  - a) a medical issue arises
  - b) in the event of the death of a participant
  - c) the participant is moving away from Taber
  
- 6) Non-attendance does not constitute notice of withdrawal and no refund will be given.
  
- 7) Refund requests are reviewed by the appropriate manager in the relevant department.
  
- 8) The Town of Taber has the right to cancel any event without notice.
  
- 9) Balances on final utility billings of \$5.00 or less will not be refunded or billed. These utility accounts will be provided to the Finance Manager for writing off.

Administration shall establish procedures for this policy and shall be responsible to ensure the spirit and intent of the policy is adhered to.

**Additional References**

- Canadian Currency Act
- Economic Action Plan 2012
- Counterfeit Protection
- Bank of Canada
- University of Alberta
- University of Lethbridge
- City of Ottawa

  
MAYOR

JAN 10, 2020  
DATE

  
CHIEF ADMINISTRATIVE OFFICER

Jan. 8 / 2020  
DATE



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