

Payment and Refund Policy

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Purpose

The intent of this policy is to outline consistent guidelines to address receipt of payments and issue of refunds to Library customers.

Payment

In addition to cash, debit and credit, the Library also accepts payment by cheque as long as the following criteria are met:

- Cheque(s) must be made payable to the East Gwillimbury Public Library.
- Post-dated cheque(s) are not accepted.

1. Returned (NSF) Cheques

A 45.00 fee will be charged for NSF cheques. The replacement payment must be cash.

- The Library reserves the right to suspend library privileges until NSF cheques are replaced.
- The Library reserves the right to suspend cheque writing privilege if cheques are returned NSF.

2. Damaged/Lost Items

Customers will be charged the replacement costs for any items that are returned in a damaged or incomplete condition e.g. a/v materials returned with missing cases or contents. There is a \$5 charge for any repairs to Library materials.

An item 30 days or more overdue is considered lost and customers will be charged full list price plus a \$5 non-refundable administrative fee. Replacement copies or donations in lieu of payment are not acceptable as per the Library's *Circulation Policy*. Damaged/lost items outstanding are purged from the database when the last use of the library card is more than 3 (three) years, regardless of the balance owing.

Refunds

1. General Guidelines

To be eligible for a refund for ANY item or service

- i. Customers **MUST** have the original receipt.
- ii. Refunds up to \$25 can be done at a branch (if sufficient funds are available).
- iii. Refunds up to \$25 will be paid by the **method used for the original payment**. If the original payment was made by cheque, the customer will not receive a refund until the Library confirms that their cheque has cleared the bank.
- iv. Refunds over \$25 will be done through the accounts payable process (via a cheque).
- v. No refunds will be issued for miscellaneous sales. All sales are final.

2. Programs

Program registration is only considered complete once payment has been received.

- A full refund will be issued if requested, when accompanied by the receipt/ticket, up to 1(one) hour before the program starts. In some circumstances an administrative fee may be applied.
- No refunds will be given in the hour of the program start time or after a program has started.
- If a program is cancelled due to insufficient registration participants will be notified and fees will be refunded.

3. Lost Items

If a lost item is found and returned, customers are eligible for a full refund of the list price under the following conditions:

- it is within 6 (six) months of the due date. No refund will be permitted after 6 (six) months.
- the original receipt for payment is provided. No refund will be permitted without the original receipt.
- the item has not been damaged.
- \$5 administrative fee will not be refunded unless item is found on the shelf within 30 days.

Confidentiality

Any personal information is collected under the authority of *the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 2002 Chapter M.56* and will be used in the management and administration of library services.

See also *Confidentiality of Library Customer Information Policy*.

Appendix A: Fee Schedule

*Borrowing privileges will be suspended when fees exceed \$20.

Membership

Annual Non-Resident Membership (Adult)	\$40
Annual Non-Resident Membership (Student)	\$15

Printing Services

Photocopies (black/white)	\$0.15 / page
Photocopies (colour)	\$0.50/page
Printing (black/white)	\$0.15 / page
Printing – Supply own paper	\$0.10 / page
Scanning	Free
Fax (local or 1-800)	\$1.00 / page
Fax (long distance)	\$1.00 surcharge / fax
Laminating	\$1.00/page

Make it at Your Library

3D Printing	\$1.60/metre of filament used (PLA)
Cricut	\$1.50 per half foot for iron-on vinyl \$1.00 per half foot for sticker and cling vinyl \$1.00 per half foot for transfer tape \$0.50 per page for cardstock

Programs

Program fees are set on a program-by-program basis. For information on our current program offerings please see the current issue of the Library Program Guide.

Lost or Damaged Materials

Damaged AV Case	\$5
Lost or Damaged Juvenile Kit Bag	\$5
Administration Fee	\$5

Other Fees

Exam Proctoring	\$45
N.S.F. Fee	\$45

Item Replacement Costs

Staff will use the price listed in the item record when determining replacement costs for items.