

## Payment and Refund Policy

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**Motion Number:** 2024-41

### 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<br>\$1.00 per half foot for sticker and cling vinyl<br>\$1.00 per half foot for transfer tape<br>\$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.