



## **Payment and Refund Policy**

**Authority:** Library Board

**Date Created:** February 28, 2005

**Date Reviewed:** April 26, 2010

### **Purpose**

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

### **Payment**

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

- personal cheques must be made payable to the East Gwillimbury Public Library.
- personal cheques must be accompanied by a valid driver's licence and/or current library card.
- postdated cheques 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**

Patrons will be charged the replacement costs for any items that are returned in a damaged or incomplete condition i.e. 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 patrons will be charged full list price plus a \$5 non-refundable administrative fee. The overdue fines will be

waived. 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 on a regular basis:

- when the last use of the library card is more than two years and the total balance owing is less than \$100;
- when the last use of the library card is more than five years and the total balance is greater than \$100.

### **3. Fines**

Patrons will be charged for the late return of library materials. No fines are charged for days when the library is closed.

Fines are calculated according to the age category of the materials borrowed. Adult fine rates apply to adult materials, and child and teen rates apply to children's and teen's materials, respectively. Separate fine rates may apply to materials as specified. (*Circulation Policy*)

The parent/guardian of a child up to and including age 14, is responsible for fines and charges for late, lost, or damaged material borrowed by the child.

Fines outstanding are purged from the database on a regular basis:

- when the last use of the library card is more than two years and the total balance owing is less than \$100;
- when the last use of the library card is more than five years and the total balance is greater than \$100.

Patrons who are Group Home Residents, Special Needs Status, or Home Delivery Services clients are fine-free borrowers, but they are still liable for the replacement costs of lost or damaged materials.

## **Refunds**

### **1. General Guidelines**

To be eligible for a refund for ANY item or service

- Patrons **MUST** have the original receipt/ticket.
- Patrons must show their library card.
- Refunds up to \$25 can be done at a branch (if sufficient funds are available).

- Refunds up to \$25 will be paid by the method used for the original payment. If the original payment was made by cheque, the patron will not receive a refund until the Library confirms that their cheque has cleared the bank.
- Refunds over \$25 will be done through the accounts payable process (via a cheque).
- No refunds will be issued for miscellaneous sales. All sales are final.

East Gwillimbury Public Library is not responsible for damage to any equipment or software incurred by the playing of any material, e.g. compact discs, CDs, DVDs.

## **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 one week before the program starts. In some circumstances an administrative fee may be assessed.
- No refunds will be given in the week of the program start date or after a program has started. Credits or transfers may be possible in specific circumstances but must be used within the calendar year at Coordinator's discretion.
- 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, patrons are eligible for a full refund of the list price under the following conditions:

- it is within 8 months of the due date. No refund will be permitted after 8 months.
- the original receipt for payment is provided. No refund will be permitted without the original receipt.
- the overdue fines will be reinstated and the maximum fine may be charged.
- 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 Patron Information Policy*.

The Library is committed to meeting the needs of patrons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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