

## **ADMINISTRATION POLICY:**

# **Issuance of Refunds**

**DEPARTMENT:** Financial Administration **POLICY NUMBER: FA-199** 

**EFFECTIVE DATE:** September 10, 2025

**SUPERSEDES:** FA-035

**UPDATED:** 

**UP FOR REVIEW:** September 10, 2030

### **Policy Statement:**

The Town of Cardston is committed to consistently and accurately issuing refunds in accordance with established guidelines.

#### The purpose of this policy is to:

The purpose of this policy is to standardize the refund process by defining acceptable methods and procedures for issuing refunds.

#### 1. Guidelines

- (1) Types
  - Subject to section 1(1)(b), refunds may be issued through any of the following methods:
    - (i) Credit/Debit card
    - (ii) Cheque
    - (iii) Petty Cash
  - **(b)** Petty Cash may only be used to issue refunds less than \$50.
- (2) Refunds less than \$10
  - (a) Refunds less than \$10 will not be issued until a request has been received either verbally or in writing.
  - If a refund request is not received within one year from when the refund becomes due and payable, the funds will be forfeited to the Town.



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#### 2. Procedure

- (1) Credit/Debit Card
  - (a) Refunds of this type must be processed to the same card used for the original transaction.
  - **(b)** The Credit/Debit card receipt must be
    - (i) signed by Town employee issuing the refund, and
    - (ii) signed by the person receiving the refund.
  - (c) In the event that processing/load fees can be readily calculated, they will be subtracted from the refund issued.
- (2) Cheque
  - (a) A voucher must be created before issuing a refund.
  - **(b)** The voucher must be
    - (i) signed by Town employee issuing the refund, and
    - (ii) accompanied by documentation associated with the original payment, such as a receipt or invoice.
  - (c) Cheque refunds will be processed and mailed at the first available opportunity.
- (3) Petty Cash
  - (a) A Petty Cash receipt containing the following information must be created before issuing a refund:
    - (i) Payee name
    - (ii) Date of refund
    - (iii) Reason for refund
    - (iv) Amount of refund
    - (v) General Ledger account used for the refund
  - **(b)** Petty Cash receipts must be
    - (i) signed by Town employee issuing the refund, and
    - (ii) signed by the person receiving the refund.

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# **REVISION HISTORY**

Date	Description
September 10, 2025	New Policy

