



AURORA PUBLIC LIBRARY BOARD

PAYMENT AND REFUND POLICY

1.0 METHODS OF PAYMENT

Acceptable methods of payment at the Aurora Public Library are cash or personal cheque.

Personal cheques must be made payable to the **Aurora Public Library**. Personal cheques must be accompanied by a valid driver's licence and/or current library card. **Post dated cheques are not accepted.**

2.0 PROGRAMS

.1 Program Payment

Payment must be received within 48 hours of registering for a Library program.

.2 Program Refund

A full refund will be issued if the Library cancels a program. The Library reserves the right to cancel programs due to insufficient registration.

Upon written request a refund, less an administration fee of \$5.00 and accompanied by the receipt/ticket, will be issued up to one week before the program starts.

No refunds will be given in the week prior to the program start date or after a program has started.

Refunds will be issued by cheque within 30 days.

If the original payment was made by cheque, members will not receive a refund until the Library confirms that their cheque has cleared the bank.

3.0 LIBRARY MATERIALS

.1 Library Materials – Payment

Payment for lost or damaged library materials is based on the full replacement cost including the cost to acquire, catalogue and process the item. A non-refundable \$5.00 processing fee will be assessed.

Replacement copies or donations in lieu of payment are not acceptable (see Fees and Service Charges Policy).

.2 Library Materials – Refund

All refund requests **must be accompanied by the original receipt issued by the Library at the time of original payment.**

Refunds on lost library materials' payments can be requested within three (3) months from the date on the receipt of payment, accompanied by the library materials that were lost, only if the materials are not damaged.

Cash or personal cheque payments that are \$20.00 or less will be refunded in cash.

Refunds over \$20.00 will be issued by cheque. Refund cheques will be issued to members within 30 days.

If the original payment was made by cheque, members will not receive a refund until the Library confirms that their cheque has cleared the bank.

4.0 RETURNED (N.S.F.) CHEQUES

A \$25.00 fee will be charged for N.S.F. cheques. The replacement payment must be cash.

The Library reserves the right to suspend chequing privileges if cheques are returned N.S.F.

The Library reserves the right to suspend library privileges until N.S.F. cheques are replaced.

Related Policies

1. APL Fees and Service Charges Policy
2. APL Circulation Policy

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