

MEMORANDUM

DATE: March 17, 2020

TO: Staff responsible for contract management, customer sales, program managers, customer service staff and authorized buyers

FROM: Finance

RE: TRCA refunds, credits and cancellations due to authorized closures

As a result of the recent changes to TRCA's operations in the last 72 hours and in anticipation of any future operational changes, TRCA would like to highlight the following guidance regarding issuance of customer refunds, credits and cancellations, and vendor payments and deposits. This guidance is intended to provide TRCA staff with consistent messaging in interacting with TRCA customers and vendors, as well as creating operational and administrative efficiencies internally.

Please note that TRCA's website is updated daily for authorized closures of TRCA events, locations and programs: <https://trca.ca/about/covid-19-related-closures/>.

CUSTOMER/REVENUE REFUNDS, CREDITS AND CANCELLATIONS

TRCA accepts payments from customers through various mediums including online bookings (Checkfront website, Eventbrite and CAMIS), Point-of-Sale (POS) hand-held merchant terminal devices and cheque/cash. **All refunds and credits must be made through the same medium in which the original payment was received, without exception.**

Refunds and credits issued for online bookings are being processed exclusively by our Digital Media team (chris.moore@trca.ca). Refunds related to online bookings should not be made at TRCA physical locations. In line with the refund policy on TRCA's purchasing website: *"Payments made by credit card will be credited back to the original card used for payment within 2-3 business days. Payments made by cheque or cash will be refunded by cheque in the mail, within 4 weeks."* TRCA is doing its best to maintain this service standard, where applicable.

Refunds should not be issued at a POS terminal, unless the original payment was received at the POS terminal. These are expected to be very rare situations, as POS payments made by customers should only be taken at facilities that are open, and closed facilities would not have POS payments made by customers.

Where customer/revenue agreements are in place and customers have paid a deposit or full payment of invoice and are requesting a refund, these situations need to be reviewed on a case by case basis. This review should be done in coordination with the program manager and approval by the divisional director, as there may be opportunities to reschedule any deposits paid or defer the timing of the service offering. Consultation with legal services may also be

considered. In many of these customer agreements, customers will have paid TRCA by cheque, and would receive a refund from TRCA (where applicable) by cheque.

VENDOR/EXPENSE PAYMENTS, DEPOSITS AND NON-REFUNDABLE EXPENSES

Where vendor/procurement/expense agreements are in place, including but not limited to deposits and expense payments, the agreements need to be reviewed on a case by case basis. This review should be done in coordination with the program manager, procurement services and consultation with the divisional director.

Staff are encouraged to review deposits paid by TRCA to determine if refundable or not, and additional payment to vendors should be held until the contract is reviewed.

OTHER

TRCA will continue to do its best to continue meeting the customer service standards, while managing adapted operations. Please continue to be patient and work collaboratively with the available Finance staff. Finance will need to track all lost revenue and non-refundable expenses as a result of Covid19 closures. Please ensure that your accounts are kept up to date.

For further information please contact the following staff:

Contact	Area	Contact phone & email
Chris Moore	Online sales, bookings & point-of-sale inquiries including related refunds	Chris.moore@trca.ca , ext. 5360
Brenda Breedon	Cheque refunds	Brenda.breedon@trca.ca , ext. 5260
Lisa Moore, in collaboration with divisional Directors or responsible staff noted below	Procurement/expense agreements	Lisa.Moore@trca.ca , ext. 5846
Divisional Directors or responsible staff: - Darryl Gray, Education - Doug Miller, Parks - Wendy Rowney, BCPV - Michael Tolensky, Corporate Services - Mike Fenning, Property - Moranne McDonnell, Restoration & Infrastructure - Sameer Dhalla, Development & Engineering Services Additional support is available from: - Pam Papadopoulos, Finance - Barbara Montgomery, Legal Services	Customer/revenue agreements	Darryl.gray@trca.ca , ext. 5881 Doug.miller@trca.ca , ext. 6403 Wendy.rowney@trca.ca , ext. 5407 Michael.tolensky@trca.ca , ext. 5965 Mike.fenning@trca.ca , ext. 5223 Moranne.mcdonnell@trca.ca , ext 5500 Sameer.dhalla@trca.ca , ext. 5350 Pamela.papadopoulos@trca.ca , ext. 5973 Barbara.montgomery@trca.ca ext. 5682