



Policy No. GP-2026-01

Facility Cancellation Policy

Motion: 2026-008

Policy Purpose

The purpose of this policy is to establish clear guidelines for cancellations of facility rentals within the Town of Raymond to ensure efficient management of town facilities and fair treatment of all renters.

Policy Statement

The Town of Raymond recognizes that cancellations may occur; however, such cancellations may result in administrative and opportunity costs. This policy outlines applicable fees and procedures for cancellations.

Cancellation Guidelines

1. Cancellations with less than 48 hours: If a cancellation is made less than 48 hours prior to the scheduled rental time, **no refund will be issued**. The full rental fee will remain payable by the renter.
2. Cancellations with more than 48 hours: If a cancellation is made more than 48 hours prior to the scheduled rental time, a cancellation fee equivalent to **5% of the total booking cost** will apply. The remaining balance will be refunded to the renter.
3. Cancellations must be submitted to the Town of Raymond Community Services office and can be made in person or via email to the designated Town contact.
4. The cancellation will be considered effective as of the date and time that it is received by Town staff.
5. Exceptions to this policy may be considered depending on exceptional circumstances and will be reviewed on a case-by-case basis by the Community Services Director or delegate.

Amendments

1. Original Version: January 12, 2026

a. Motion: 2026-008