

THE CORPORATION OF THE CITY OF WINDSOR

POLICY

Service Area:	Licensing	Policy No.:	
Department:	Office of the City Clerk/Licence Commissioner	Approval Date:	June 17, 2013
Division:	Policy, Gaming & Licensing	Approved By:	M 247/2013
		Effective Date:	June 17, 2013
Subject:	Dog Licence Refund Policy	Procedure Ref.:	
		<i>Pages:</i>	Replaces: CR925/1992
Prepared By:	Anna Ciacelli/Michael Chantler		Date: August 17, 1992

1. POLICY

1.1 The Corporation of the City of Windsor’s dog licence refund policy sets out the parameters whereby a licensee can request a refund when returning a dog licence.

2. PURPOSE

2.1 The goal of this policy is to ensure that a dog licence refund can be obtained by taking into consideration the following stipulations:

- 2.1.1** All requests for a refund must be accompanied by the original receipt and the dog tag;
- 2.1.2** If the dog tag only is produced, the applicant shall be required to verify residency through the City’s Property Information Database;
- 2.1.3** Licensees who unnecessarily purchased a duplicate licence through error shall be refunded 100% of the cost of the licence if the request is made within one month of the purchase of the duplicate licence;
- 2.1.4** Licensees who request a refund for a valid reason satisfactory to the Licence Commissioner or his/her designate excluding clause 2.1.3 above shall be granted a refund of the licence fee as follows in any calendar year:

Month of the Year	Fraction of Licence Fee to be Refunded
January or February	5/6
March or April	2/3
May or June	1/2
July or August	1/3
September or October	1/6
November or December	No refund

3. SCOPE

- 3.1 This policy applies to all City of Windsor residents who are requesting a dog licence refund.
- 3.2 The monetary value of the refund will depend on fees which have been previously set as part of the By-law for the Registration and Licensing of Dogs and for the Control of Dogs generally within the City of Windsor, By-law #245-2004.

4. RESPONSIBILITY

- 4.1 The Licence Commissioner or his/her designate shall review the request for a refund and following the parameters as indicated in clause 2 above will provide the authority for a refund.

5. GOVERNING RULES AND REGULATIONS

- 5.1 A resident requests a dog licence refund in person at the Office of the City Clerk providing all necessary documentation including a receipt for payment of the original licence and the licence tag. The licence issuer will obtain authorization from the Licence Commissioner or his/her designate to issue the refund. The refund will be processed by the Finance Department and a cheque will be issued to the resident.
- 5.2 The City of Windsor By-law #245-2004 for the Registration and Licensing of Dogs and for the Control of Dogs generally within the City of Windsor applies.

6. RECORDS, FORMS AND ATTACHMENTS

- 6.1 Copies of all refunds will be kept in accordance with the City of Windsor Records Retention By-law #21-2013.