

To: Renters of Glen Park Hall

From: Glen Park Hall Board of Directors

Re: Return of damage deposit

The Board of Glen Park Hall believes strongly in customer service and transparency in all of our operations. In our current rental agreement that we ask you to sign; a number of dates are provided that indicate the amount of damage deposit that is to be returned should you decide to not rent our facility.

The return of your damage deposit will occur once:

1. Your cheque/bank draft has been deposited and cleared by our bank
2. e transfers have been sent and accepted
3. You have cancelled your rental and have made an email request for your damage deposit to Glenparkhall@live.com
4. The hall has been inspected following your event and the coordinator has indicated your deposit will be returned.

Our process for returning cheques is as follows:

1. Our Board meets the first Tuesday of every month and all refund cheques are signed at this meeting as they require 2 signatures.
2. Refund cheques are then mailed the next business day.
3. We do not refund via e-transfer
4. The Board is unable to make exceptions to our process; we ask you to please respect this process and not request exceptions.

Note: Our rental coordinator does not have the ability to change the process so we ask that we do not contact him directly regarding returns.

It is our hope that sharing this process will help to alleviate any questions or concerns that you have regarding the return process and we hope to be able to have you as a renter in the future.

Glen Park Board of Directors