



## Appeals & Refunds

### Appeals

Patrons who wish to appeal their fines may complete the [Online Appeal Form](#). Paper copies are available at the Circulation Desk on request.

The Public Services Manager will evaluate the request and waive or reduce fines if the grounds for the appeal are deemed reasonable.

Fines and replacements fees for interlibrary loan items are levied by the lending institution and cannot be appealed.

### Refunds

Replacement fees may be refunded if the lost item is found and returned in good condition along with proof of payment within 30 days.

All refunds are issued to the original method of payment except for cash payments over \$20, which will be refunded via cheque. Please note timelines for receiving the cheque can vary and depend on current processing and delivery times.

Fees that are not eligible for a refund:

- Final bills for long overdue items not returned by the established deadline
- Damaged item replacement fees
- Late fees for overdue items