



Policy # GG-008
Policy Title: Service Charges Policy

Policy Objective:

To recover a portion of the transaction processing costs incurred by the Municipality when accepting payments by credit card through the Square payment system.

Authority:

Council Resolution #: 160/26

Date Approved: May 8th, 2026

POLICY:

A user fee of 2.4% will be applied to all transactions paid by credit card using the Square system.

This fee is intended to offset merchant service fees charged to the Municipality and is not a revenue-generating measure.

SCOPE:

This policy applies to all payments made to the Municipality using a credit card via the Square point-of-sale system, including but not limited to:

- a) Taxes
- b) General receivables
- c) Permits and licenses
- d) Utility payments

EXEMPTIONS:

The following payment methods are exempt from this fee:

- a) Cash
- b) Debit card
- c) Cheque
- d) Electronic funds transfer (EFT)
- e) Online banking payments

Council may, by resolution, exempt specific transactions or payment types where deemed appropriate.

DISCLOSURE:

The Municipality will clearly disclose the credit card user fee:

- a) At the point of sale
- b) On receipts
- c) Through signage and/or public communication

Customers will be informed of the fee prior to completing the transaction.

REVIEW:

This policy will be reviewed periodically to ensure the fee remains aligned with actual processing costs.





Administrator



Reeve