

## Public Statement from CAO, Ash Alam

This summer, while wildfires were threatening communities and impacting our daily lives, the Village of New Denver experienced something that has never happened before regarding refunds at Centennial Campground. As refunds were being issued by the online booking agency, to accommodate cancelled plans at a time the Village of New Denver was on evacuation alert, one “batch” of refunds was not issued correctly. This resulted in those who were supposed to receive a refund through this batch not receiving their refund as scheduled. Understandably, this has caused frustration and concern for those who have not received the refunds owed to them.

This is the Village’s first summer using the current campground management software company which handles all transactions/refunds. I want to emphasize that not one penny of these fees allocated for refund was ever in the hands of the Village of New Denver. Once we realized there was an issue, the management company was contacted immediately who in turn contacted the payment processing company they use.

Having not found a solution to the unaccounted-for refunds, after an unacceptable amount of time, the Village of New Denver filed a case with the RCMP and we are in consultation with our insurer for assistance. Unfortunately, this matter is taking longer than expected and longer than we were originally told. We ask for your patience as we navigate the complexity of dealing with third, fourth, and fifth parties. Again, the Village of New Denver has never had any of the refunds in our hands and we sincerely apologize for the inconvenience.