

3. All fees must be paid by an applicant before access is given. Payment of substantial sums should be made by certified cheque or money order payable to the Receiver General for Canada.
4. A deposit may be required to be paid before search and production of the record is undertaken or before the record is prepared for disclosure.
5. If the required fee or deposit is not received, active processing of the request should cease. Since the applicant has one year from the date his request was received to complain to the Information Commissioner about the fees, the government institution should be prepared to resume processing at a later date.
6. If the deposit paid (based on estimated cost) exceeds the actual cost of providing access, a refund shall be made of the portion paid in excess by the applicant. Deposits may also be refunded if fees are waived by the government institution at a later stage in processing.
7. Section 11(6) of the Act permits the head of a government institution to waive, reduce or refund any fees payable under the Act and the Regulations. The decision to waive, reduce or refund fees should be made on a case-by-case basis by assessing:
  - (a) whether the information is normally made available without charge; and
  - (b) the degree to which a general public benefit is obtained through the release of the information.
8. The circumstances of the application and the applicant's reasons for seeking information may be taken into consideration in a fee waiver decision, even though these are not proper factors to consider in deciding whether or not to grant access.
9. Government institutions should consider waiving the requirement to pay fees, other than the application fee, if the amount payable is less than \$25.00.
10. Fee waivers shall be signed by the person designated in writing for that purpose by the head of the institution.
11. Government institutions shall include, in their annual reports to Parliament, a description of their policies and practices relating to the waiver of fees.