

## **Refund and Cancellation Policy**

All refund and credit requests must be made directly through the Recreation Department.

Program fees will be refunded either by check, original debit/credit card used for payment, or as account credit. All requests are processed according to the guidelines below.

### **Exceptions**

Refunds or credits due to illness or injury may be considered at the discretion of the Recreation Director. Documentation may be required. The Recreation Director's decision will be final.

### **Programs With a Registration Deadlines:**

- **Prior to the Enrollment Deadline:**
  - If a request is received to the Recreation Department office prior to 4:00 p.m. on the registration deadline, a full refund (original debit/credit card or account credit) will be issued minus a \$10.00 processing fee.
  - If the program is \$10.00 or less, no refund will be given.
  
- **After the Enrollment Deadline, but before Program Start Date:**
  - If a request is received after the deadline but prior to 4:00 p.m. on the day before the program begins, an account credit will be issued minus a \$10.00 processing fee.
    - Cost of jerseys or shirts will be deducted from account credit in addition to processing fee.
  - If the program is \$10.00 or less, no refund will be given.
  - Account credit can be applied toward future Recreation Department programs.
  
- **On or After the Program start date:**
  - Participants who do not attend a scheduled program and do not notify the Recreation Department will not receive a refund or credit.

### **Special Events**

*(Including but not limited to craft fairs, vendor fairs, card shows, and other designated special events)*

- Special events are non-refundable unless otherwise stated.

### **Credits on Accounts**

- Credits must be used within the given calendar year from issue date.
- Any remaining unused credits after one year will be donated to the Recreation Department Scholarship Program.

### **Department Cancellations**

- If the Recreation Department cancels a program, participants will be notified as soon as possible, and a full refund will be issued. The processing fee will be waived.

**Weather-Related Cancellations**

- When possible, decisions will be made approximately 45 minutes prior to the scheduled start time.
- Weather-related cancellations will not be rescheduled, and refunds will not be issued unless otherwise stated.
- Participants will be notified via email and/or text message.