Agenda Item Report

Meeting Type: Committee of the Whole / Common Council Meetings

Meeting Date: March 17, 2026

Item Title:	Adoption of Recreation Refund and Cancellation Policy
Submitted By:	Amy Jo Meyers, Recreation Director

Detailed Description of Subject Matter:

The Recreation Department is requesting approval from the City Council to adopt a formal Recreation Refund and Cancellation Policy. This policy establishes clear guidelines for refunds, account credits, program cancellations, and special events. The policy outlines procedures for refund requests before and after registration deadlines, identifies when refunds or account credits may be issued, and clarifies when refunds will not be provided. Establishing a formal policy will ensure consistency, transparency, and fairness in how requests are managed while also helping the department manage program revenues more effectively.

Background:

Currently, refund and cancellation requests are managed on a case-by-case basis by the Recreation Department. While this approach has allowed flexibility, it does not provide consistent expectations for participants or staff. The proposed policy creates standardized procedures, including a processing fee for approved refunds, account credits for cancellations made after registration deadlines, and clear guidelines regarding program cancellations and weather-related cancellations. The policy also allows the Recreation Director discretion to review requests related to illness or injury.

Available Funding:

N/A. Adoption of the policy does not require additional funding.

Funding Shortfall:

None

Council Determination:

Approve or deny the adoption of the Recreation Refund and Cancellation Policy as presented.

Additional Funding Source: N/A

Strategic Planning Objective(s): #15 Enhance our focus on quality-of-life services.

List all Supporting Documentation Attached: Draft Recreation Refund and Cancellation Policy

Action Requested of Council: Approval to adopt the Recreation Refund and Cancellation Policy.