



MEMO

FINANCE AND PERSONNEL COMMITTEE

To: Finance and Personnel Committee
From: Terri Vosters, Community Enrichment & Recreation Director
Date: November 18, 2024
Re: Refund policy

Discussion: The Recreation Division of Community Enrichment recommends adding a cancellation/refund/ transfer policy to its programs. Staff have researched several other municipal recreation departments to decide what we believe is best for our residents.

1. Cancellations may occur up to one week before the activity's start date. Participant must call or visit the KRD office 920-766-6335 to cancel an enrollment. A \$5 per class per participant cancellation fee will be charged with the balance of the fee being credited to the account. We do not refund in cash when the cancellation is made by the participant. Credit will remain on account for two years after the issue date.
2. A full refund will be credited or issued to the participant if a program, date, or time change is changed by KRD and the participant is unable to take part due to that change.
3. Full refunds will be issued 1-week prior to the registration deadline.
4. Refunds will not be issued after a program has started or deadline has been reached.
5. A full refund will be issued if the participant becomes ill/injured. A doctor's statement will need to be presented with dates concurring with the program.
6. Pool passes will not be refunded.
7. Team fees will not be refunded unless another team can take a spot in the league. Refunds will not be issued after schedules have been completed.

8. Participants wishing to change/transfer class/day/time-if there is availability may do so with a \$5 transfer fee which will need to be paid before the transfer can be made.

9. Tickets are non-refundable.

Strategic Plan: N/A

Budget impact: Minimal impact on residents and revenue for the Recreation Division.

Recommendation: Approval of the proposed cancellation/refund policy above.

