

**EFFECTIVE DECEMBER 29, 2022**

## **Recreational Programs Refund and Transfer Policy**

Written refund applications must be submitted, using the Application for Miscellaneous Refund Form (COM-6), in person at the facility where the program occurs. Refunds will be processed in accordance with the following policy:

### **1) Refund Policy Exclusions:**

- **A 3.56% processing fee will be deducted from all refunds**
- No refund or transfer for non-attendance at any class
- No credits to account
- No refunds for costumes or equipment
- Activity fees less than \$10.00 will not be refunded

### **2) Classes:** Refund is based on the date that the written application is submitted.

- 96.5% refund - 3 or more calendar days prior to the first day of the class
- 75% refund - less than 3 calendar days prior to the first day of class
- No refund for requests submitted more than 24 hours after the first day of class

### **3) Camps:** Refund is based on the date that the written application is submitted.

- 96.5% refund - 10 or more calendar days prior to the first day of camp
- 50% refund - less than 10 calendar days prior to the first day of camp
- No refund or transfer for requests less than 48 hours prior to the first day of camp

### **4) Leagues:** Refund is based on the date that the written application is submitted.

- 96.5% refund - 10 or more calendar days prior to the first scheduled game
- 50% refund - less than 10 calendar days prior to the first scheduled game.
- No refund or transfer for requests after the first scheduled game.

### **5) Swimming Lessons:** No refunds unless swimming lessons are cancelled by City staff. Transfer to another class may be permitted by the Pool Manager, at their sole discretion. No refunds for emergency closures due to pool contamination.

### **6) One-day Activity/Field Trips:** Refund is based on the date that the written application is submitted.

- 96.5% refund - 20 or more calendar days prior to the Activity or Field Trip
- No refund for requests submitted less than 20 calendar days prior to the Activity or Field Trip.

**To Submit a Request for Refund:**

1. Contact the Recreation Center Director or Pool Manager to obtain the Application for Miscellaneous Refund Form (COM-6).
2. Complete the Application for Miscellaneous Refund Form (COM-6) and submit it with the original receipt to the Recreation Center Director or Pool Manager. The customer must include a detailed description of the reason for the cancellation.
3. Electronic check payment (ECP) transactions are payable by check to the person/agency that issued the original payment. The customer must provide a legible correct mailing address. The refund check will be issued approximately 6 to 8 weeks after the refund form is submitted.

***Customer will be subject to a fee of \$25.00 for any items that are returned from bank (i.e. non-sufficient funds, stop payment, incorrect account number, etc.)***

4. Credit card transactions will be refunded to original credit card in approximately 4 to 6 weeks after the refund form is submitted.

I have read the above Recreational Programs Refund and Transfer Policy, and if I must cancel the agreement, I will abide with the above procedures.

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Applicant Signature

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Date