

**EFFECTIVE JULY 1, 2018**

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

If a recreation class or program is cancelled by the City, a full refund of activity fees will be issued except the City will retain the following:

- Any Transaction and Credit Card Fees
- Activity fees less than \$10.00 (excludes transaction and credit card fees)
- No refund or transfer for non-attendance at any class
- No credits to account
- No refunds for costumes or equipment.

Written refund applications must be submitted, using the City form, in person at the facility where the program occurs. Refunds will be processed in accordance with the following policy:

- **Classes** - Refund requests will be granted based on the following requirements:
  - Full refund of the registration fee – application submitted at least 3 calendar days prior to the first class meeting
  - 75% of the registration fee - application submitted less than 3 calendar days prior to the first class
  - No refund for requests submitted later than 24 hours after the first class meeting.
- **Camps** - Refund requests will be granted based on the following requirements:
  - Full refund of the registration fee – application submitted at least 10 calendar days prior to the first day of camp.
  - 50% of the registration fee - application submitted less than 10 calendar days prior to the first day of camp.
  - No refund or transfer - less than 48 hours from the start of the camp.
- **Leagues** (individual registration only) - Refund requests will be granted based on the following requirements:
  - Full refund of the activity fee – application submitted at least 10 calendar days prior to the first scheduled game.
  - 50% of the class activity fee - application submitted less than 10 calendar days prior to the first scheduled game.
  - No refund or transfer - after the first scheduled game has started/concluded.
- **Swimming Lessons** - No refunds unless swimming lessons are canceled by City staff.
  - Transfer to another class may be permitted by the Pool Manager, in their sole discretion.
  - No refunds granted for emergency closures due to pool contamination.
- **One-day Activity/Field Trips:** - Refund requests will be granted based on the following requirements:
  - Full refund of the activity fee - application submitted 20 business days prior to the Activity or Field Trip.
  - No refunds - requests submitted less than 20 business days prior to the Activity or Field Trip.