

# Refund Policy

Full refunds\* will be issued for any program (i.e. classes, camps, after school activities, etc.) cancelled by the Recreation Department.

*\*No refunds for special events canceled due to weather or safety conditions.*

*\*Memberships are non refundable.*

*\*Refunds for trips and contractual workshops will only be issued if the spot can be filled from the waiting list.*

A \$10 Administrative fee will be charged against participant requested program refunds, including medical problems, to cover clerical and administrative costs.

Program Refund requests received with less than three business days' notice prior to the start of the program, will only be issued for medical problems, when accompanied by a doctor's note. (The \$10 Administrative fee still applies.)

All Refunds are done by purchase orders and then checks will be mailed out. It takes three to five weeks to receive a refund. This procedure includes registrations paid by credit card.

**Refunds will only be issued in the same calendar year as the payment that was made.** Requests for refunds that are made after the end of the calendar year will be denied, but a credit may be issued.